Academic Instructional Support Services (AISS)
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# Academic Instructional Support Services

## Academic Instructional Support Services (AISS) Staff

CON has organized the support services for academic instruction to be coordinated and provided by a team of individuals who have specific skill sets and accountabilities for supporting faculty and students engaged in on-site, off-site, and distance education.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Office</th>
<th>Phone</th>
<th>email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nancy Schmitt, PhD, RN</td>
<td>AISS Director</td>
<td>LS A-120</td>
<td>353 8683</td>
<td><a href="mailto:Nancy.Schmitt@hc.msu.edu">Nancy.Schmitt@hc.msu.edu</a></td>
</tr>
<tr>
<td>Patricia Phillips</td>
<td>AISS Secretary</td>
<td>LS A-116</td>
<td>353 8633</td>
<td><a href="mailto:Patricia.Philips@hc.msu.edu">Patricia.Philips@hc.msu.edu</a></td>
</tr>
<tr>
<td>Andrew Greger, BA</td>
<td>Instructional Media Technician</td>
<td>LS B-126</td>
<td>353 9020</td>
<td><a href="mailto:Andrew.Greger@hc.msu.edu">Andrew.Greger@hc.msu.edu</a></td>
</tr>
<tr>
<td>Emily McIntire, BSN, RN</td>
<td>Simulation Lab Coordinator</td>
<td>LS B-108b</td>
<td>355 5765</td>
<td><a href="mailto:Emily.McIntire@hc.msu.edu">Emily.McIntire@hc.msu.edu</a></td>
</tr>
<tr>
<td>Jeanette McWaters, MS</td>
<td>Instructional Designer</td>
<td>LS A-124</td>
<td>353 4614</td>
<td><a href="mailto:Jeanette.Mcwaters@hc.msu.edu">Jeanette.Mcwaters@hc.msu.edu</a></td>
</tr>
<tr>
<td>Patty West, BSN, RN</td>
<td>Clinical Placement Coordinator</td>
<td>LS A-122</td>
<td>355 8327</td>
<td><a href="mailto:Patricia.West@hc.msu.edu">Patricia.West@hc.msu.edu</a></td>
</tr>
</tbody>
</table>

Services provided by AISS staff include oversight of Faculty Resources Center and Touchdown Room, classroom technology support, Media Lab and Simulation Lab administration, oversight of Learning and Assessment Center events, instructional design support, clinical placements, and administration of proctored exams and other selected testing. Following are descriptions of each service and how faculty can access them.
Faculty Resources Center & Touchdown Room

Rooms in the Life Sciences Building that are available to faculty as temporary work stations with miscellaneous office resources include LS A-128, the Faculty Resources Center, and LS A-205, the Faculty Touchdown Room. The Faculty Resources Center serves as an open environment suitable for collaborative as well as individual tasks requiring office technologies and supplies. The Faculty Touchdown room is comprised of four complete individual workstations that are partitioned and afford more privacy.

These rooms provide work space and computer access in between meetings or classes held in Life Sciences for faculty who have offices outside of the Life Sciences Building. All PCs in these rooms have standard Microsoft Office software. There are some additional software programs loaded on specific PCs. To inquire about the availability of a particular software program, please contact the Instructional Media Technician or the Instructional Designer. The table below demonstrates the accommodations available to faculty within these spaces.

<table>
<thead>
<tr>
<th>Faculty Room</th>
<th>Accommodations</th>
</tr>
</thead>
<tbody>
<tr>
<td>LS A-117 Faculty and Grad Assistant Touchdown room</td>
<td>4 work stations with desktop PCs&lt;br&gt;Networked printer&lt;br&gt;Phones</td>
</tr>
<tr>
<td>LS A-128 Faculty Resource Center &amp; Work Room</td>
<td>3 work stations with desktop PCs&lt;br&gt;1 (common) Color Printer&lt;br&gt;Copier&lt;br&gt;Fax&lt;br&gt;Phone&lt;br&gt;Flatbed Scanner&lt;br&gt;Electric Typewriter&lt;br&gt;Paper cutter, three hole punch, staplers, scissors&lt;br&gt;Miscellaneous office supplies&lt;br&gt;Work table with 8 chairs&lt;br&gt;Chalk Board</td>
</tr>
<tr>
<td>LS A-205 Faculty Touchdown Room</td>
<td>4 individual work stations that include: Desktop PC&lt;br&gt;Printer (prints to A223)&lt;br&gt;Phone&lt;br&gt;File cabinets&lt;br&gt;Guest Chair&lt;br&gt;Privacy Door&lt;br&gt;Wireless internet access</td>
</tr>
</tbody>
</table>

Classroom Technology Support

Support for classroom technologies is available for faculty in the way of training, troubleshooting, and planning for specific media applications in teaching and learning. This support is provided by an Instructional Media
Technician (IMT). This AISS staff member is routinely in the Media Lab and can be called (517-353-9020) for immediate support needs in any classroom or meeting room. This phone # is set as a speed dial on the phones in rooms listed in the table below.

There are five technology classrooms located on the first floor of the Life Sciences (LS) building that CON routinely uses. These classrooms are equipped with similar combinations of audio visual and computing equipment. We have one small conference room (LSA 107a) on the first floor that is equipped with digital video conferencing (DVC) equipment, and one large conference room (LSA 230) on the second floor that can be used as a classroom, but more often is used for faculty committee meetings or guest presentations. Other conference rooms located on the second floor are utilized for smaller student groups or faculty and staff meetings. These rooms can be scheduled through the faculty secretaries.

The IMT is available for special requests for classrooms technology as well. Additional classroom services include, but are not limited to: Camtasia lecture recording and uploading to ANGEL course websites, teleconferencing for professional meetings, courses, or interviews, and set up for online webinars.

**Faculty members are encouraged to contact the IMT prior to class or meeting time to discuss anticipated support needs and/or to become acquainted with classroom technologies and the process of accessing support when needed.**

<table>
<thead>
<tr>
<th>Life Sciences and Bott Building Class and Meeting Rooms n used by CON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room</td>
</tr>
<tr>
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</tr>
</tbody>
</table>

Nursing\Support Services\AISS\AISS team\Academic Instructional Support Service Description 1-13
<table>
<thead>
<tr>
<th>Room</th>
<th>Capacity</th>
<th>Equipped with</th>
</tr>
</thead>
</table>
| LS (A wing) A-131 Classroom               | 67       | Desktop PC w/ dual monitors for instructor  
Wireless presentation clicker w/ laser pointer  
Dual VHS/DVD payer  
2 Rear wall mounted LCD Projectors  
2 Lavaliere Microphones  
Document projector  
Smart Board  
Pod casting equipment  
Classroom Performance System (CPS) (i-clickers)  
67 student stations with wired laptops  
Wireless internet access                                                                                                             |
| LS A-107 Classroom                        | 16       | Desktop & Laptop PC for instructor  
Document projector  
DVD player  
Two 51 inch flat screen plasma TVs  
Microphone  
Polycom teleconferencing equipment  
16 student stations with wired laptops  
Wireless internet access  
i-clicker station                                                                                                                        |
| LS (B wing) B-109 Classroom               | 50       | Desktop PC w/ dual monitors for instructor  
Dual VHS/DVD payer  
Ceiling mounted LCD projector  
Lavaliere Microphone  
Document projector  
50 student stations  
35 wired laptops (when requested)  
CPS (i-clickers) by request  
Wireless internet access                                                                                                                        |
| LS A-107a Conference room                 | 10       | Table  
chairs  
Wireless internet access                                                                                                                                                                                                                                                                                                                                                     |
| LS A-230 Conference room                  | 25       | Desktop PC for instructor  
DVD payer  
Ceiling mounted LCD projector  
Lavaliere Microphone  
Wireless internet access                                                                                                                                                                                                                                                                                                                                                     |
<table>
<thead>
<tr>
<th>Room</th>
<th>Capacity</th>
<th>Equipped with</th>
</tr>
</thead>
<tbody>
<tr>
<td>LS A-204 Conference room</td>
<td>12</td>
<td>Desktop PC, 37 inch flat screen TV/monitor, Wireless keyboard/mouse, Wireless internet access</td>
</tr>
<tr>
<td>LS A-213 Conference room</td>
<td>10</td>
<td>Laptop and Projector, Wireless internet access</td>
</tr>
<tr>
<td>LS A-214 Conference room</td>
<td>10</td>
<td>Laptop and Projector, Wireless internet access</td>
</tr>
<tr>
<td>LS B-126 Media Lab</td>
<td>32</td>
<td>32 Desktop computers, 2 VCRs, Equipment Available for checkout</td>
</tr>
<tr>
<td>Bott C-125 Conference room</td>
<td>25</td>
<td>Eno Smart Board, Desktop PC, Projector, 2 Flat screen TVs, Wireless keyboard/mouse, DVD/Blu-ray Player, Lavaliere Microphone, Dry erase boards along walls</td>
</tr>
<tr>
<td>Bott C-160 Classroom</td>
<td>64</td>
<td>Desktop PC w/ monitor for instructor, Projector, 2 Flat screen TVs, Document projector, Blu-ray player, Cable TV (room can be combined with C-170)</td>
</tr>
<tr>
<td>Bott C-170 Classroom</td>
<td>64</td>
<td>Desktop PC w/ monitor for instructor, Projector, 2 Flat screen TVs, Document projector, Blu-ray player, Cable TV (room can be combined with C-160)</td>
</tr>
<tr>
<td>Room</td>
<td>Capacity</td>
<td>Equipped with</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>----------</td>
<td>---------------------------------------------------------</td>
</tr>
<tr>
<td>Bott C-286 Conference room</td>
<td>6</td>
<td>Media: Scape (6 laptop max) Polycom unit 4 Dry erase boards</td>
</tr>
<tr>
<td>Bott C-288 Conference room</td>
<td>10</td>
<td>Flat screen TV w/ VGA and HDMI connections for laptop 4 Dry erase boards</td>
</tr>
<tr>
<td>Bott C-386 Conference room</td>
<td>9</td>
<td>Media: Scape (6 laptop max) Polycom unit w/ dual monitors 3 separate workstations 4 Dry erase boards</td>
</tr>
<tr>
<td>Bott C-388 Conference room</td>
<td>10</td>
<td>Flat screen TV w/ VGA and HDMI connections for laptop 4 Dry erase boards</td>
</tr>
</tbody>
</table>

**Media Lab**

The Media Lab (LS B-126) is open M-F 7:30 am – 4:30 pm. It has 32 computer stations, 2 viewing stations for DVD/ VHS formatted instructional media, and a printer/copier. Faculty need to obtain a PIN from the IMT for access to the printer/copier.

A library of educational video tapes, DVDs, and books are available for faculty and students use. Faculty members are also able to try out or check out a variety of instructional aides such as projectors, laptop computers, digital camera/ camcorder, laser pointers, etc. Faculty can contact the IMT for a complete listing of audio visual equipment inventory.

Instructors often refer students to the Media Lab to view various course materials including their HIPAA compliance packets. The Media Lab is also a place for students to study between classes or seek technology related assistance. The IMT is available to troubleshoot both faculty and students’ software and hardware configurations as needed, and also available to provide VHS to DVD conversion, software/ hardware recommendations, and tutorials on using instructional software programs.
Granger Simulation Lab

The Granger Simulation Lab encompasses over 5,000 feet of physical space. This space includes 5 fully equipped clinical rooms, two private testing rooms, one video-taping room, and one large practice area. The following table illustrates the student capacity and standard equipment in each room.

<table>
<thead>
<tr>
<th>Simulation Lab Rooms</th>
<th>Student Capacity</th>
<th>Equipped with</th>
</tr>
</thead>
<tbody>
<tr>
<td>LS B-108a Skills Practice/Testing Room</td>
<td>1-4</td>
<td>Sim Man&lt;br&gt;2 hospital beds &amp; over bed tables&lt;br&gt;2 Simulated headwall systems (suction, O2)&lt;br&gt;1 exam table&lt;br&gt;PC &amp; monitor&lt;br&gt;Desk</td>
</tr>
<tr>
<td>LS B-108c Medication Preparation Room</td>
<td>2-3</td>
<td>Wall mounted video camera&lt;br&gt;1 exam table&lt;br&gt;1 Simulated headwall system (suction, O2)&lt;br&gt;Wall mounted oto/ophthalmoscope&lt;br&gt;Pyxis Med Station</td>
</tr>
<tr>
<td>LS B-128 Large practice area with partition</td>
<td>22 max.</td>
<td>5 hospital beds &amp; over bed tables&lt;br&gt;5 Simulated headwall systems (suction, O2)&lt;br&gt;7 exam tables&lt;br&gt;Meeting table W 10 chairs</td>
</tr>
<tr>
<td>LS B-129</td>
<td>10</td>
<td>2 OR tables&lt;br&gt;Sim man&lt;br&gt;Head wall system&lt;br&gt;Broselow Cart&lt;br&gt;Crash cart&lt;br&gt;Ceiling mounted video cameras&lt;br&gt;Wall mounted microphones</td>
</tr>
<tr>
<td>LS B-130 a&amp; b</td>
<td>10 (each side)</td>
<td>5 exam tables&lt;br&gt;5 wall mounted sphygmomanometers&lt;br&gt;Meeting table &amp; 10 chairs&lt;br&gt;Wall mounted oto/ophthalmoscope</td>
</tr>
<tr>
<td>LS B-145 a &amp; b</td>
<td>10 (each side)</td>
<td>5 exam tables&lt;br&gt;5 wall mounted sphygmomanometers&lt;br&gt;Meeting table &amp; 10 chairs&lt;br&gt;Wall mounted oto/ophthalmoscope</td>
</tr>
</tbody>
</table>
In collaboration with course coordinators, the Sim Lab Coordinator will assist in the development, implementation and evaluation of simulated experiential learning activities. The Sim Lab Coordinator will also develop psychomotor skill modules and schedule required check-offs for Level 1 and Level 2 undergraduate nursing students.

BLS recertification courses for faculty are offered 3 times a year (August, December, May) in the Sim Lab. The Sim Lab Coordinator routinely announces available scheduled times for these courses through the Faculty Listserv.

A comprehensive tour of the Sim Lab can be arranged by contacting the Sim Lab Coordinator. Sim Lab rooms are reserved through the AISS secretary.

**Learning and Assessment Center (LAC)**

CON faculty and students have access to and engage in activities at the Michigan State University Learning and Assessment Center on the 6\(^{th}\) floor of East Fee. These activities provide opportunities for skill acquisition, practice, remediation and formative and summative evaluation. This cutting edge center is a collaborative endeavor among the MSU College of Nursing, College of Human Medicine, College of Osteopathic Medicine and College of Veterinary Medicine. The center encompasses 8,600 square feet of space which includes:

- technology classroom
- simulation laboratory
- (2) high-fidelity simulation rooms
- (14) clinical examination rooms
- (4) hospital rooms.

Digital video technology is present in all areas with computer access both inside and outside of all rooms. A web-based program is utilized in order to provide access for students and faculty to view experiences, enter and review data, generate statistical analysis and manage scheduling. Students have multiple opportunities throughout the curriculum to participate in multidisciplinary experiences among the four colleges, high-fidelity simulations, standardized patient interactions and task-specific “hands on” learning with partial task trainers. **Faculty should contact the AISS Director to discuss event planning at the LAC.**

There is a large array of partial task trainers, low fidelity models and high-fidelity manikins available for formative and summative teaching methodologies available at both the CON Sim Lab and LAC. Faculty should contact the Sim Lab Coordinator to reserve manikins and partial task trainers for skill training and check offs.
Examples of trainer, models and manikins include:

- (3) Airway management models
- (3) SimMan
- (1) SimMan 3G
- (2) SimBaby
- (2) Student Assessment manikins
- (2) Nursing Anne low-fidelity manikins
- (1) CrashCode Kelly low-fidelity manikins
- (1) Noelle OB low-fidelity manikin
- (5) Full body multi-task manikins (NG insertion, trach care, cath)
- (6) Infant manikins
- (2) Child manikins
- (14) Basic Life Support manikins
- (4) Automated External Defibrillators
- (4) Enema task trainers
- (4) Dressing change task trainers
- (12) Medication injection trainers
- (6) IV Initiation arms
- (4) Arterial line insertion arms
- (4) Central line insertion simulators
- (3) Spinal simulators
- (7) Joint injection models
- (2) Epidural Trainers
- (2) Adult Airway management models
- (2) Pediatric Airway management models
- (1) Difficult Airway model
- (1) Pyxis™ Medication Dispensing unit

The LAC also offers BLS certification and recertification courses throughout the year. These courses have open enrollment at a charge.

**Instructional Design Support**

Education at CON takes place face-to-face in traditional classrooms or Web conferencing; on-line via ANGEL, MSU’s web based course management system: and off site, in clinical and other academic agencies. Instructional Design Support (IDS) encompasses many resources throughout the College of Nursing and MSU at large. To help improve the already rich learning environment of CON courses, the Instructional Designer facilitates access for students, faculty, and staff to institutionally as well as commercially developed and supported instructional and informational resources.
Faculty members may contact the Instructional Designer directly by phone or email to schedule a personal meeting to discuss anticipated needs, or to request assistance with troubleshooting immediate issues. The following table provides a list and description of IDS services available to assist faculty.

<table>
<thead>
<tr>
<th>IDS Services</th>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curriculum Design</td>
<td>IDS assists faculty with the design and evaluation of instructional materials, including instructional technologies. Whether designing from scratch, or evaluating and revising a course, program, or curriculum, the instructional designer provides valuable insight into pedagogically sound teaching and learning strategies for performance based instruction, including recommendations for learning and assessment activities to most effectively meet course and program outcomes.</td>
</tr>
<tr>
<td>Course Development and Management</td>
<td>The instructional designer supports faculty and students using ANGEL or other instructional technology, such as podcasting, Adobe (Breeze) Presenter and Adobe Connect. IDS assists with developing course materials, web pages, web sites, multimedia elements, online learning units and digital video and audio clips to address a variety of learning styles, as well as provides survival tips for managing and teaching with technology.</td>
</tr>
<tr>
<td>Training</td>
<td>Sometimes group consults or workshops are better environments for learning how to use new technologies. Custom training sessions are available for faculty and students.</td>
</tr>
<tr>
<td>Consultation</td>
<td>The instructional designer is available to meet with faculty who are conducting research and publishing electronically, and those who are working to enhance presentations or posters, infuse courses with technology, improve use of technologies, or take existing courses online.</td>
</tr>
<tr>
<td>Web Design and Development</td>
<td>Many projects, regardless of their orientation (instruction, research, publication) need web design and development to move them beyond systems like ANGEL. Effective Web design helps to make these projects a reality.</td>
</tr>
<tr>
<td>Faculty Resource Room (LSA 128)</td>
<td>Faculty members can come to the resource room with their own work to use technology and equipment that may not exist in their offices/units. The instructional designer offers technical assistance and training on equipment, troubleshooting when necessary.</td>
</tr>
<tr>
<td>IDS Services</td>
<td>Service Description</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Technology Experimentation</td>
<td>Faculty members and students often have exciting ideas about how to integrate technology into their research, teaching and writing. Often the software or hardware are new and must be tested or experimented with before becoming widely accessible throughout CON or the university. The instructional designer supports these efforts by researching and finding resources for experimental technologies.</td>
</tr>
<tr>
<td>Copyright/Fair Use Advisement</td>
<td>With the development of digital projects, many faculty members and students want and need advice on copyright law and fair use guidelines. The instructional designer has a grasp of these guidelines, and knows the Library personnel to turn to with questions.</td>
</tr>
<tr>
<td>Connection to Academic Programs</td>
<td>In order to spread the word about instructional design and educational technology services and support, the instructional designer provides information, such as ANGEL software updates and login changes to academic programs via various mechanisms, including listservs and well coordinated, easily navigable tutorials.</td>
</tr>
<tr>
<td>Referrals</td>
<td>The instructional designer knows about campus technology services and sources of help for faculty members and students to find the assistance they need at CON.</td>
</tr>
<tr>
<td>Grant/Funding for Learning Technology</td>
<td>Most instructional projects need funding, so the instructional designer advises faculty on how to incorporate appropriate technological pieces into grant applications and proposals.</td>
</tr>
</tbody>
</table>

**Clinical Placements**

The Clinical Placement Coordinator and AISS secretary facilitate and monitor necessary approval and scheduling processes for every program that requires placement of students for clinical experience in an agency outside of MSU. These processes have been standardized in order to comply with rules and regulations put forth by accrediting agencies, university risk management and legal offices, and hosting agencies. Adhering to these standardized processes helps to establish work flow efficiency and to avoid misunderstandings or miscommunications among affected parties.

The Clinical Placement Coordinator and AISS secretary work closely to maintain effective and efficient communication, documentation and workflow of processes which include:

- Affiliation agreements
- Clinical unit and observation scheduling
- Student section assignments
- Faculty and student notification of agency orientation and compliance requirements
- Verification of agency specific compliance requirements of faculty and students
- Student and faculty rosters to appropriate agencies for ID badges, parking permits and computer passwords
- Preceptor assignments (as approved by faculty)
- Preceptor credentialing
- Preceptor data base administration
- Clinical site evaluations
- Preceptor and clinical agency appreciation
- Complaint tracking

CON participates in a number of clinical placement consortia (CPC) that coordinate placements for a number of schools and agencies. One such consortium, Capital Area CPC is administered within the CON, but includes a collaborative partnership with area nursing programs and local healthcare agencies. There are similar consortia in the greater Grand Rapids area, Battle Creek area, Saginaw Bay area, Flint area, and Southeast Michigan. It is essential that MSU CON comply with the conventions of each of these consortia in order to establish and sustain a welcome presence at the participating clinical agencies.

Faculty members should direct clinical placement questions, recommendations or requests to the Clinical Placement Coordinator, and to inform her or the secretary of any concerns that require interaction with clinical agencies that host our students. The Clinical Placement Coordinator and department secretary are versed in the various scheduling conventions and compliance issues associated with each CPC and each clinical agency that hosts our students. As such, it is essential that faculty work through the Clinical Placement Coordinator to initiate any changes or additions to preceptor assignments, clinical units, or observation schedules.

**Off Campus Proctored Exams**
AISS provides support to faculty and students by way of administering the process of off campus site and proctor approval, and communication with students and proctors with regard to CON and exam specific policies and procedures. Faculty should contact the AISS director for assistance and planning in this regard.

**On Campus Proctored Exams**
AISS can coordinate special accommodations that require proctors for individual students or assistance for faculty who require additional proctor support for a classroom exam.
Undergraduate Level Assessments
The Instructional Media Technician (IMT) administers Assessment Technologies Institute, LLC. (ATI) testing for undergraduate students. ATI testing provides the students with level specific content and exit assessments that are designed to evaluate individual readiness for licensure. ATI testing utilizes the internet to gather, interpret, and analyze its data. AISS acts as a liaison between faculty and ATI staff and supports faculty and students in setting up proctored and practice assessments. These tests are routinely scheduled for undergraduate students at specific program levels and are arranged by faculty through the IMT. Students are assisted with on-line enrollment during Level one orientation and are in the system with their cohort until graduation.

Computerized Exams
Course specific computerized examinations can be administered on-site in an appropriately equipped classroom, or off-site. The Instructional Designer and/or the Instructional Media Technician are available to assist faculty with planning, implementing or troubleshooting during such an exam. It is essential that faculty who are planning to administer high-stakes on-line exams contact the AISS director prior to the testing date in order to ensure that the proper preparation and real time support is available.