

CONSIDERATIONS FOR MY SUPPORT PLAN

AUDIENCE: Who's in your community? How large is your community? Do you primarily support administrative staff, teaching teams, students? Depts., units, research labs? In what contexts (and how often) do you interact most frequently with your community of users? Do you work with individuals, groups or entire units/organizations?

TYPES OF RESOURCES & SUPPORTS: What types of resources and supports does your community prefer—how do they want to learn about EdTech? How do you support the effective use of EdTech? What support mediums/modalities are most successful and effective? How do you know that they are effective?

COMMUNICATION: How do you spread the word about resources, training and supports? How do you create buy-in and motivate your community to prepare them for change? Can you identify enablers, leaders, liaisons who can help you?

NETWORK OF SUPPORT: Who will constitute your support team? Where can you get help and info? Who in your community are the key tech drivers, enablers and innovators? Can you identify early adapters? What internal (campus, University) and external (Canvas) communities and resources can you access?