

UNIVERSITY OF MISSOURI - ST. LOUIS
COLLEGE OF EDUCATION
FOCUSES ON THE FUTURE.

“DocuShare
is changing
the culture
on campus
dramatically.”

*Dr. Charles Schmitz,
Dean of the College
of Education
University of
Missouri - St. Louis*

**XEROX DOCUSHARE
AND XEROX FLOWPORT**
University of Missouri - St. Louis
College of Education



DIGITAL
THE DOCUMENT COMPANY
XEROX

THE ENVIRONMENT:

- Higher Education

THE CHALLENGES:

- Purchase advanced digital solutions for the Technology and Learning Center, and then show students, faculty, and the community how to use them effectively
- Develop a workflow that will ease the sharing of knowledge

THE XEROX SOLUTION:

- Xerox DocuShare
- Xerox FlowPort
- Xerox Document Centre 332

THE RESULTS:

- An improved way of managing documents
- An easier, simpler means of exchanging ideas, information and best practices
- A versatile system that can be used by people of a full range of technological skill
- The College of Education has become a source of pride for the University of Missouri - St. Louis



CLIENT PROFILE UNIVERSITY OF MISSOURI-ST. LOUIS (UM-ST. LOUIS)

Step inside the E. Desmond Lee Technology and Learning Center and the first words that come to mind are *high technology*. You're surrounded by it—a fully networked Xerox Document Centre 332 multifunction device; a room filled with brand new Macs and desktop PCs; and a futuristic meeting area with a myriad of two-way audio and visual devices.

Using Technology Effectively

There's no doubt that the Technology and Learning Center is state-of-the-art, but Dr. Charles Schmitz, Dean of the College of Education, who sits proudly in the Center's Cyber Lounge, admits that it wasn't always like this. Schmitz says that just four years ago, they were grossly behind the times. They simply didn't have the technology they were going to need for the future. Schmitz says that "one of today's greatest dangers is the widening gap of technological haves and have-nots. To be successful in the 21st century, it's imperative to have access to technology, and know how to use it. That's what the Center is all about."

The College's mission was therefore not only to equip the Center with the most advanced technology, but even more importantly, to teach students, faculty and the community how to integrate the technology into their everyday work processes to become better at what they do. "After all,"

says Eric Aplyn, the Center's Assistant Director, "it's one thing to go out and buy technology... it's another to develop its capabilities and get people to use it to be more efficient."

The first part of the mission was easy. Dean Schmitz and Dr. Carl Hoagland, Emerson Electric Endowed Professor of Technology and Learning, met with Xerox Central Region Sales Executive Mark Rice who researched different solutions, and recommended the most cutting-edge technology available. Based on Rice's suggestions, Dr. Hoagland says that "the Center has become the envy of the entire University. We have the first wireless network, the first Document Centre, the first center equipped with a non-linear editing lab and CD burners, and the list goes on."

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*Dr. Carl Hoagland
Director,
E. Desmond Lee Technology
and Learning Center*

Xerox DocuShare

One of the Center's most promising technological solutions that was recently implemented—one that the entire staff is enthusiastic about—is Xerox DocuShare. DocuShare is a Web-based document management system that lets individuals and groups share and control knowledge freely. With DocuShare, electronic files of any type can be uploaded to a document repository on the Web, or paper documents can be scanned into the repository using the Center's Document Centre 552. Authorized users then have instant access for viewing, downloading and editing, printing, or posting revisions—from anywhere, at anytime.

Although DocuShare has been in place for less than a year, the Center has already implemented DocuShare in various ways:

Student Portfolios

Before receiving teaching certification, the State of Missouri requires students to submit a comprehensive portfolio to be reviewed by at least three professors. The portfolios contain ten different sections of lesson plans, presentations and research papers, and generally consist of more than 20" of paper. Aplyn explains that if they were to stack the 500 portfolios that the UM-St. Louis College of Education needs to review each year, the paper mountain would stand higher than the St. Louis Gateway Arch.

In the past, professors would be forced to sit in a room and pass portfolios, and all the paper documents they contain, back and forth. And while this method worked satisfactorily, DocuShare provides a better way for all involved in the process.

In the future, professors will enjoy DocuShare because rather than being holed up in a room for hours at a time reviewing the material, they can access student portfolios from the DocuShare website at anytime, from anywhere. They will be able to review the information online, or download the documents, make revisions, and upload the files back to the website. Faculty can post the latest revision, so if one professor edits a document, the next professor will view the most recent file.

Aplyn points out that DocuShare can also "reduces the paper mountain and makes things more functional." That is, rather than forcing professors to deal with a mess of papers that are easily misplaced or misfiled, DocuShare divides each portfolio into ten different electronic folders, divided by subject. This organization, plus DocuShare's full text search engine, makes retrieving specific documents quick and easy.

Dr. Hoagland explains that there are benefits to students, as well. "DocuShare makes everything accessible and available. Students are crazy about it." Students can add, edit, and update documents to their portfolios from any Internet-ready

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computer at their convenience. This ensures portfolios are ever-evolving, "living" documents that continually improve. A new technique learned one semester can be added to a lesson plan posted the semester before, and so on.

DocuShare can be beneficial to students because many times, they will use their portfolios when interviewing for jobs. Now students can provide school districts with the URL and password to their online portfolios as opposed to photocopying sections of the portfolios and delivering them in paper form. School district representatives are grateful because they, too, can then access the student portfolios at their convenience, and are also impressed with the students' use of technology.



*Dr. Carl Hoagland
Director,
E. Desmond Lee Technology
and Learning Center*

Sharing Best Practices

One of the Center's key objectives is to help teachers integrate technology into their lessons.

DocuShare facilitates the communication between teachers. Teachers using DocuShare can collaborate on lesson plans in real-time, if desired—sharing ideas and best practices, and crafting the very best lessons together. Dr. Hoagland states that “DocuShare can reduce isolation. It expands the ability for professional development because education is more interactive... and because no one has to work alone anymore.”

In-Home Childcare Training

Dr. Hoagland explains that the Center is proposing to work with people who don't have extensive computer knowledge, and a key requirement of DocuShare was that it had to be easy enough to use with little or no training. For example, the Center is developing a course

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to enhance the skills of in-home childcare providers, many of whom don't even own PCs.

Using DocuShare, the Center will upload training materials, like videos and interactive documents to the DocuShare site. In-home childcare providers will then be able to easily download the content on Web TVs that will be provided by the Center. Aplyn is especially excited about the opportunities and sheer number of people that can be positively affected because of DocuShare's ease of use. “DocuShare provides use of state-of-the-art technology to people who are not state-of-the-art users.”

Xerox Flowport

The Center has had so much success recently, they decided to complement their current technological configuration with Xerox FlowPort.

Even before FlowPort's full implementation, the Center's staff has devised ways in which to use it.

Streamlined Internal Work Processes

Any time a new course or program is added or amended, documents must be created and approved by a multitude of people in different locations, with multiple revisions along the way. A faculty member recommending the new course would have to print out the documentation after each revision, and have it signed and re-signed.

With FlowPort, however, users simply create a PaperWare cover sheet and scan it, along with the documentation using the Document Centre 332. With the mere check of a box on the PaperWare sheet, the FlowPort server sends the file as requested to any individual or group of individuals as e-mail or Internet fax. The user may also send the file to print on any networked printer across campus or store the file in a DocuShare folder. Hardcopy documents with the appropriate signatures are easily scanned and sent along to the next person for review.

On the Right Track

DocuShare and FlowPort have had profound effects on the Technology and Learning Center—and not just because of their advanced capabilities. True, the Center is now equipped with some of the world's most cutting-edge technology, making it the pride of UM-St. Louis; and true, this technology will go a long way in improving the College of Education. But just as importantly, it has spread an invaluable enthusiasm among the people who are using the solution. They see a glimpse of what can be accomplished using DocuShare and FlowPort, and they also see that they haven't even scratched the surface of the solutions' full capabilities. Now their goal is to use the technology—and teach others how to use the technology—to its maximum potential.

KEEP THE CONVERSATION GOING.

SHARE THE KNOWLEDGE.



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