

INSTRUCTOR PORTAL IMPROVEMENT PROJECT

Dustin Roberts

Associate Director for Administration, University 101 Programs

Thursday, March 27th



INSTRUCTOR PORTAL

- Introduced at Course Planning Workshop
- Goals:
 - Reduce staff/instructor time on task
 - Decrease loopback on forms/documents/emails
 - Clarify dates and requirements
 - Provide additional instructor support
- Launched in May of 2024
 - Instructors were able to:
 - View upcoming deadlines
 - RSVP to events
 - 815 event RSVPs
 - Upload syllabi
 - 319 syllabus uploads
 - Access archival information

The screenshot shows the University of South Carolina Instructor Portal for Dustin Roberts. The header includes the university logo and name. The user profile for Dustin Roberts is displayed, including his email (rober286@mailbox.sc.edu), phone number (803-576-5513), title (University 101 Programs Associate Director for Administration), and supervisor (Dan Friedman). A 'U101 History >>' section lists links for Teaching History, FacDev History, PL Evaluation History, Peer Leader Nominations, Course Evaluations, and Syllabus Archive. A 'Quick Links' section provides icons and labels for U101 Website, Sharepoint, Schedule Center, Newsletter, Blackboard, and Transitions. On the right, two event tables are shown: 'Spring/Summer 2025' and 'Fall 2025'. The Spring/Summer 2025 table lists events like 'Submit Matching Form' (Closed, green checkmark), 'Attend Course Planning Workshop (CPW)' (More info, dash), 'RSVP for Building Connections Conference (BCC)' (More info, red X), 'Attend Building Connections Conference (BCC)' (TBD, dash), 'Sign up for Campus Partner Presentations' (More info, dash), 'Submit Syllabus' (TBD, red X), and 'Attend Semester Kickoff Webinar' (TBD, dash). The Fall 2025 table lists events like 'Submit your Request to Teach (Next Fall)' (Closes 07/24/2025, dash), 'Administer Course Evaluations' (Opens 12/02/2025, checkmark), 'Complete Peer Leader/Grad Leader Evaluations' (Opens 11/13/2025, checkmark), 'Complete Faculty Survey' (Opens 12/05/2025, checkmark), and 'Submit Grades' (More info, checkmark).

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Dustin Roberts ✎
rober286@mailbox.sc.edu
803-576-5513
University 101 Programs
Associate Director for Administration
Supervisor: Dan Friedman

First Year Teaching: 2023

U101 History >>

- [Teaching History](#)
- [FacDev History](#)
- [PL Evaluation History](#)
- [Peer Leader Nominations](#)
- [Course Evaluations](#)
- [Syllabus Archive](#)

Quick Links

- U101 Website
- Sharepoint
- Schedule Center
- Newsletter
- Blackboard
- Transitions

Spring/Summer 2025

Event	Date	Status
Submit Matching Form	Closed	✓
Attend Course Planning Workshop (CPW)	More info	-
RSVP for Building Connections Conference (BCC)	More info	✗
Attend Building Connections Conference (BCC)	TBD	-
Sign up for Campus Partner Presentations	More info	-
Submit Syllabus	TBD	✗
Attend Semester Kickoff Webinar	TBD	-

Fall 2025

Event	Due Date	Status
Submit your Request to Teach (Next Fall)	Closes 07/24/2025	-
Administer Course Evaluations	Opens 12/02/2025	✓
Complete Peer Leader/Grad Leader Evaluations	Opens 11/13/2025	✓
Complete Faculty Survey	Opens 12/05/2025	✓
Submit Grades	More info	✓

PURPOSE

Why was this project selected?

The Instructor Portal Improvement Project aims to enhance the user experience by evaluating portal usage, identifying instructor needs, and implementing key system improvements.

Why is this project important?

Enhancing portal functionality streamlines operations and strengthens staff support for instructors.



KEY GOALS/INTENDED OUTCOMES

Streamline communication

Increase instructor engagement

Provide essential support



PEOPLE INVOLVED

Project Sponsor

Dr. Dan Friedman

Team Leader and Facilitator

Dustin Roberts

Team Members

Katie Hopkins
Jasmine Carter
Eric Patterson

Feedback

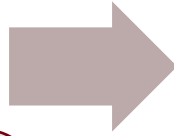
Faculty Survey
(227)
Focus Groups
(14)



PROJECT PATH

Discovery

- Reviewed survey
- Listened to instructor perspectives
- Met with team members to discuss possible solutions



Possibility

- Identified ways to improve portal education and support
- Recommended technical improvements to enhance functionality



Planning

- Determine next steps
- Communicate and educate



INSTRUCTOR PORTAL

The Good	The Bad	The Ugly
<p><i>I like the portal, it's been a nice way to see what I've done/need to do/sign up for events!</i></p> <p><i>I love being able to see all of the information in the instructor portal in one place!</i></p> <p><i>I liked having one spot to go to in order to upload things, RSVP, etc.</i></p> <p><i>I love the checklists!</i></p> <p><i>I'm still getting used to it but I liked that stuff wasn't just getting lost in emails</i></p> <p><i>Love it! Registration for events was so much easier! Along with syllabus submission!</i></p> <p><i>This portal was extremely valuable. It really helped me understand what needed to be done and it helped me stay organized,</i></p> <p><i>I actually really enjoyed going back and reading my old peer leader evals this semester. Lol.</i></p> <p><i>I love the portal!</i></p>	<p><i>It is probably more valuable than I realize, but to be honest, I haven't played around with it too much.</i></p> <p><i>It was not an intuitive system to me at first, but it has everything that an instructor needs</i></p> <p><i>So easy to use. Wish I could change my old outdated photo though :)</i></p> <p><i>Very valuable - but hard to navigate. Too many options to select on main screen. Can it be redone to make it more concise and simplified?</i></p> <p><i>It is valuable, but hard to navigate if you don't know what you are doing.</i></p> <p><i>I think the portal is helpful, but I have trouble finding where to access it.</i></p> <p><i>I didn't use it as much as I should have. I feel like it has huge potential.</i></p> <p><i>Only checked with sporadically</i></p>	<p><i>I did not know about the instructor portal.</i></p> <p><i>I don't think I used it, except to sign up for partner presentations</i></p> <p><i>I am not sure I used this (I might've but I am not sure).</i></p> <p><i>Not sure what the portal is. I am sure I missed it somehow.</i></p> <p><i>I don't know what this is.</i></p>

KEY IMPROVEMENT #1

CLARIFY PURPOSE AND CAPABILITIES

Clearly articulate what each system is used for
(SharePoint, ScheduleCenter, Portal)

Provide opportunities for further support through
existing faculty development and
potential specialized support

Highlight features through existing channels
(Instructor Newsletter, instructor meetings, etc.)



KEY IMPROVEMENT #2

REVISE CHECKLIST

Remove items that are causing confusion

Personalize where possible

Implement reminders for upcoming deadlines



KEY IMPROVEMENT #3

TECHNICAL IMPROVEMENTS

Include confirmation in RSVP

Develop barrier between backend data management and user interface

Minor aesthetic improvements



PROJECTED RESULTS

Reduction in task ambiguity by giving instructors a clear timeline and space to complete administrative tasks

Increase compliance by 5%

Higher participation in faculty development events via easy-to-access RSVPs, reminders, and web pages

Staff work hours repurposed into supporting instructors' teaching - rather than looping back on missed deadlines and tasks

Est. 375 hours repurposed per semester



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NEXT STEPS

2-4 Weeks

Technical changes



4-8 weeks

Messaging and branding

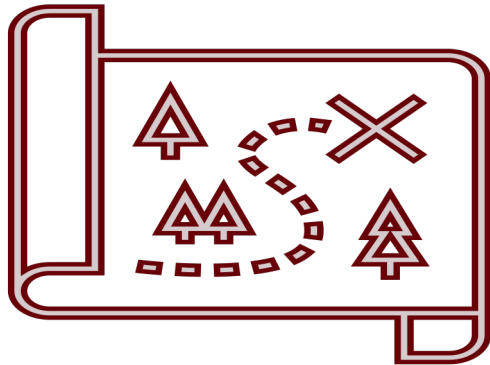


8-12 weeks (and beyond)

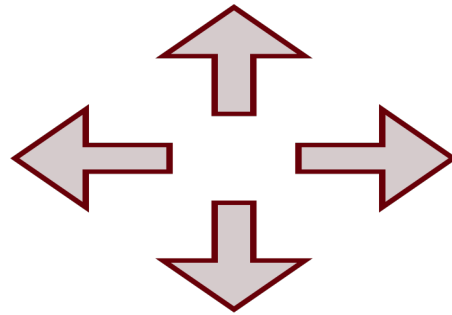
Education and Support



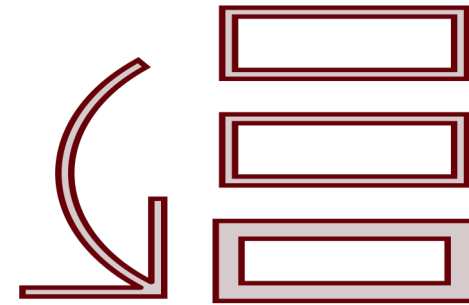
REFLECTIONS



Importance of
discovery



Project flexibility



Small change,
big impact



THANK YOU!

Dustin Roberts

Associate Director for Administration, University 101 Programs

rober286@mailbox.sc.edu



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