



# **From Student Tutor to Instructional Technologist**

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My name is Jess Reingold and I work in the Division of Teaching and Learning Technologies at the University of Mary Washington, and I am also a grad student at Brandeis University, pursuing a M.S. in User-Centered Design, which is an online, asynchronous program. Just to give you a bit of background about myself, I am a 2015 graduate of UMW. B.A. in History and a minor in Digital Studies.

## All the D(amn) acronyms!



D o O O

D T L T

D K C

D P L

DS106

DDR

Media Credit: so\_sue\_me,  
[reddit.com/r/funny](https://reddit.com/r/funny)

On August 29th 2012, I asked Jim Groom via comment on his Documenting A DoOO post if I could be a part of the DoOO pilot program. The OG DoOO pilot program. I actually continued and still continue today to use DoOO. In 2014, I took DS106 with Jim and Paul, and I became one of the first DKC tutors, along with Meredith. In 2015, I became a member of DTLT. Fun fact, Martha took Jim to his first faculty consultation and Jim took me to my first faculty consultation. Then, last year, I went to my first Digital Pedagogy Lab, which Reclaim Hosting was a sponsor of. It's a very tight knit community! And lastly, the first time I played Dance Dance Revolution was in second grade at a sleepover.

But so anyways, I've been on and around DoOO for nearly 5 years.



Throughout my short time being a DKC tutor, I was sadly a senior at the time, and throughout my 2 years in DTLT, I have observed something.

# On DoOO, faculty and students are equal players.

Before signing up, nearly everyone is at square one. They don't know what lies ahead. In my experience, not including outliers, I have seen 4 types of tech learners in higher ed.

## 4 Common Types of Tech Learners

1. The Embracers 😊 🎉
2. The Hesitant Triers 😅 😊
3. The Ambivalent Ones 😐 😬
4. The Frightened Rejectors 😞 👎

Media Credit: Emojipedia

Each of these kinds of users need different kinds of support, and every time you give someone support it is unique, because everyone is unique. Nevertheless, when it comes to working with Domain of One's Own, the students and faculty are mirror images of each other and almost always fall into one of these buckets, and sometimes into multiple ones over time.

**Sign me up!**

## The Embracers



Media Credit: Giphy

These are the enthusiastic, fearless, volunteers who want to explore and be active on the web. They go off and do their own thing. They discover new tools and share them with us in DTLT, the greater UMW community, and sometimes across the web. This was and is me. These are the students and faculty members that are early adopters. The ones that bought in right away. And these people tend to become “power users.” Having more embracers in the world and in academia would be fantastic, but they aren't actually my favorite to work with.

**But I'm going to break it.**

## The Hesitant Triers



Media Credit: Giphy

The lurkers, the curious, the faculty and students that are willing to try something new, but sometimes rely a support system and would be anxious without one. These are my favorite tech learners because you get to collaborate with them, see them grow, and see them become advocates for DoOO and/ open source digital tools and programs. In a perfect world, I'd want all users on DoOO to be Hesitant Triers because trying new things is good. As my colleague, Jeff McClurken, tells his students, when it comes to working with technology, "I want you to be uncomfortable, but not paralyzed."

# Hello World!

## The Ambivalent Ones



Media Credit: Giphy

Deans, department chairs, professors. They all can strongly recommend or require that faculty incorporate the digital into their courses, and in turn, faculty members require students to get on the web for academics. They are all simply doing what they are told to do. When they sign up on DoOO, they aren't thinking critically or creatively about it, they're avoiding nagging from administrators and are getting their 10 assignment points. They are ambivalent. You will know when you come across an ambivalent web author because you will see default Hello World! post on their front page, or in their post feed in WordPress.

## How about no.

### The Frightened Rejectors



Media Credit: Giphy  
[Quote](#)

I'm sure you have all met people that "hate technology," or who are "not good with technology." These people have had a bad experience with technology, and/or they don't think it's for them, and/or they want nothing to do with it, except for when it comes to Facebook. Perhaps this is just their attitude, but occasionally, it may also be our faults...we pushed them too fast, we made it complicated, and we made our hubs, programs, documentation, what have you, too hard to navigate. We and the Rejectors' colleagues are the embracers, and we like to dive right in, but we need to remember that moving towards the digital can be overwhelming to faculty who have only taught traditional courses throughout their years. Information overloads, rushing, being impatient, and not listening to the Rejectors' reasoning for hating technology is "a recipe for user frustration" (Fulllick, 2016).

These are the users that are challenging, but make the best success stories.



Students and faculty aren't all that different. All of us, students, faculty, technologists, librarians, we are all teachers and learners, especially when it comes to Domain of One's Own, are in the same basket. I believe faculty can be the model for Domain of One's Own, but at the same time, they need to pay attention to how their students respond. Faculty need to be inspired, by students and continue to be and be re-inspired. We're all users on these super cool projects, and it's time that we all see that we all can be advocates for DoOO.