

## Recognizing Outstanding Service Excellence



**Thomas Boudrot**  
*Teaching and Learning Center*

### **A colleague submitted the following nomination...**

In 2007, Tom Boudrot, a former manager for CDRC, was rehired by OHSU to begin an evaluation of online technology designed to serve the distance learning needs of OHSU and to provide a place where faculty could post lectures for student review. His choice of technology was a product called Sakai.

Tom spent the better part of that first year implementing Sakai, checking it for bugs, determining its compatibility with potential users and developing an executive summary of this new and recommended online learning system for OHSU. After concluding that Sakai was the product which would be implemented for use, Tom hired an Academic Technologist to work with him and support the go live.

During the next four years Tom developed a staff of six, who are known campus wide with faculty and students for their exceptionally high level of customer service. These technologists sit with instructors and faculty, conduct drop-in classes, and are available for consultation, all in an effort to produce the most interesting and viable distance and faculty reviewed learning available to a significant number of departments at OHSU. These departments now include the School of Medicine, much of the School of Dentistry, the entire School of Nursing.

Tom has been instrumental in offering students the kind of "live" service not often found on other campuses in order to provide the broadest access to students.

Monday thru Friday - students can connect with a live voice from 8am - 10pm.

Saturdays and Sundays and holidays they can connect, again live, from noon to 5pm.

In addition to this, Tom has built a coherent staff with an almost enviable esprit de corps, which allows them to work as team on projects and to back each other up coherently as they support projects instigated by another member of the team. They are all highly trained in bringing the highest quality of instruction to the discipline of distance learning.

Tom, himself, is simply a joy with whom to work with. His positive attitude, his "can do" spirit and his willingness to go the extra mile for anyone - student - faculty and instructors is known throughout the University. If he doesn't have an answer - he will do everything within his power to find that answer and get back to the person asking in a timely manner.

**May 2011**



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When Tom took on the job in Academic Technology - he was simply an employee reporting to an Assistant Director in Educational Communications. Just recently, Tom has been named the Director of Academic Technology and at the beginning of the new fiscal year - his department will separate from EdComm and go on as a separate department entirely.

And last, when Tom first came back to OHSU in 2007, the University was spending something close to \$400,000.00 a year in licensing fees alone for access to technology adaptable to distance learning. Today, the University spends \$32,000.00 per year in licensing fees and takes the money originally spent on licensing only and reinvests as salary, expanded service and support - all coming back to the University.

Tom would be such an excellent recipient of the Golden ROSE Award. He has taken all the elements inherit in the award and brought them to fruition in a soon to be department called Teaching and Learning Center. The customer service model he has invoked, the dedication to bringing the finest technology and creativity in distance learning to students, the instruction of faculty in the development of lectures, the savings in cost and redirection of capitol back to supporting the University's endeavors in distance learning, faculty lectures etc is admirable and considerable. And Tom's own commitment to service excellent is probably almost without peer at OHSU.

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