

Interview Report
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ETEC 500
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Interview Report

Name of the Interviewee: Joeleen Monclova and Jonathan Brooks

Date: 11/14/2019

Place/Method of communication: Online, Zoom interview

Duration of the Interview: 40-45 minutes

Interview Questions:

- Background
 - What is your job title?
 - What are your main job responsibilities?
 - What are the main competencies you need to fulfill your job requirements successfully?
 - Why did you decide to work in this field? or why did you decide to pursue a degree in this field? (Extra question)
- Trends & New Directions
 - What are the most prominent instructional technology phenomena/trends in your workplace/sector (K-12, higher education, business, medicine, military...)?
 - How we can integrate the technology within the health education field? (Extra question)
- Link to your job/internship/fieldwork opportunities search

- If you hire a new instructional designer/ technology support staff/ etc., what qualities are important to you? Are there any specific competencies that you are looking for?
- How do you incorporate the skills you learned through the master's program and your previous position to what you do now?
- How can an instructional technology degree benefit any individual with "nontechnological" degrees such as psychology, health degrees, or languages?
(Extra question)

Findings:

I was very excited to meet Ms. Joeleen Monclova, Information Technology Consultant virtually. I decided to interview her as she is a current student at the Instructional Technology program at CSUSB, she is the technical lead of technology support staff of ATI department at CSUSB, and she has an undergrad degree in graphic designing.

Ms. Monclova's responsibilities are mainly focusing on classroom Support for Distance Education courses, Zoom support for live events, video production support for faculty content, live stream support for campus events, Technology lead of the Technology support staff of ATI and other various jobs around the department. She said that she chose working in this field as she loves exploring new media contents (Monclova, personal communication, November 14, 2019)

Ms. Monclova shared with me that her experience as an Information Technology Consultant which led her to pursue a degree in instructional technology. She mentioned that the

main competencies she relays on to fulfill her job requirements are being Knowledgeable in current technology and trends. She also said that working in higher education and working as a technical staff, we must be prepared for anything that comes in the way. Reiser & Dempsey (2012) mentioned in chapter 12 that production in instructional technology is a complex process that needs a variety of skills, starting from psychology, science, management skills, and many others. Moreover, those skills need to be honed and ready to be adjusted to meet the diversity among the beneficiaries (Reiser & Dempsey, 2012). Ms. Monclova said that new technology, including VR/AR, is trendy right now, and currently, our department is one of the few departments on campus that create content in VR/AR (Monclova, personal communication, November 14, 2019).

Concerning the trends and new directions, she said that Most prominent trends right now would be immersive technology, so that is VR Virtual reality and AR Augmented reality (Reiser & Dempsey, 2012). Ms. Monclova shared with me that our department is currently working on a project with the Nursing department to simulate situations that they can encounter working in that field, which I found it fascinating especially in the field of health education for professions (Monclova, personal communication, November 14, 2019).

When I asked Ms. Monclova about her view of the new direction in the instructional technology field, she said that gamification and VR/AR would be the new normal in instructional technology, and it has become more affordable and accessible in the past few years to expand the learning spectrum using immersive technology (Monclova, personal communication, November 14, 2019). Reiser & Dempsey (2012) have mentioned in chapter 36 that the diversity among the beneficiaries of the instructional technology is increasing, and

learning about the various categories of involvement which might need specific adaptation is becoming a need (Reiser & Dempsey, 2012)

Ms. Monclova and I discussed the qualities that are important in the instructional technology from her perspective, and she said that being able to adapt to any work environment can be the most important one. Besides, the ATI support not only faculty but staff as well, so in order to support the demand, technology support staff need to be well versed in technology and the tools that they use. Additionally, ATI is looking for motivated individuals to explore new technologies, especially with immersive technology.

I found that the interview with Ms. Joeleen Monclova was very beneficial in order to understand the practical aspect of the instructional technology field. The opportunity to meet with a professional from the field helped me to reshape my goal of this degree in more realistic and applicable way. Also, I learned from her that connecting the health education field with technology is widely known to be as only as teaching curriculum and currently there is no especial application of technology within health education rather than using it to facilitate teaching the health material as it is the case for any other subject which was also aligned with Reiser & Dempsey, 2012 in chapter 20 (Reiser & Dempsey, 2012). I talked to Joeleen about how individuals from non- technological background can benefit from a degree in instructional technology, and she answered modern technology is vastly spreading and becoming a part in almost every aspect in the current life, and getting familiar with technology instructions is becoming a must especially among educators, and I agree with her. The main reason I decided to join the MA. Ed in instructional technology was to be able to practice the web-med, distance health, and e-health. I believe that I will not be able to practice what I am planning for my future career in the E-Health field without a decent knowledge of instructional technology.

References

- Ottenbreit-Leftwich, A., & Brush, T. (2012). Chapter 12 Managing On-Site and Virtual Design Team. In Reiser, R. A., & Dempsey, J. V. (Eds.), *Trends and Issues in Instructional Design and Technology (176-182)*. New York, NY: Pearson.
- Ottenbreit-Leftwich, A., & Brush, T. (2012). Chapter 36 Diversity and Accessibility. In Reiser, R. A., & Dempsey, J. V. (Eds.), *Trends and Issues in Instructional Design and Technology (176-182)*. New York, NY: Pearson.
- Ottenbreit-Leftwich, A., & Brush, T. (2012). Chapter 20 Performance, Instruction, and Technology in Health Care Education. In Reiser, R. A., & Dempsey, J. V. (Eds.), *Trends and Issues in Instructional Design and Technology (176-182)*. New York, NY: Pearson.
- Monclova, J. (2019, November 14). Information Technology Consultant. (E. Alzoghbieh, Interviewer)