

**City College of San Francisco
Education Technology Plan
Section One**

What Do We Want To Use Technology¹ For?

The CCSF Teaching and Learning Technology Roundtable discussed a vision of how technology could be used at City College. The Roundtable identified the following elements of a vision:

1. **Improved Access:** Students will have more access to City College programs and services from work, home or from one of our campuses. There will be fewer closed classes due to limited classroom space; fewer transportation and parking problems, and more time to read, think and discuss critical issues. Disabled students will enjoy greater access to City College than ever before.
2. **Improved Educational Opportunities:** Students will have access to instruction on demand rather than waiting for a new term to begin. Testing will be less complicated because students will be able to take certain proctored tests at extended times in laboratories around the college. Students will utilize computer to facilitate their own higher order thinking. Students will use their time more efficiently by using technology for self-assessment, data analysis, self-paced instruction and tasks that require practice and repetition. Students will have more accurate information about courses and the best way to access those courses to meet their scheduling needs and their goals. Expertise in computer usage will make students more employable.
3. **Improved Retention and Success:** Programs will accommodate diverse learning styles through diverse instructional deliveries including one to one contact, group work, cooperative/collaborative learning projects, online instruction and telecourses. The college will offer online and technology-enhanced student support services. Students will receive training in information competency and technology skills required for transfer and job-related requirements.
4. **More Student Engagement:** Students will have the opportunity for more engagement in the learning process through collaborative learning projects, greater interaction with the instructor, and more dialogue with students in the class. . The learning experience will be more effective and efficient, richer and more engaging with the use of multi-media, smart classrooms and the Internet. Students will have more access to instructors.

Benefits for faculty include:

1. **More Pedagogical Tools:** Faculty will be able to acquire skills to develop online courses, to use more technological applications in their classes and to provide students with more options for learning. Easy access to the Internet will enable faculty to develop a greater array of assignments and to promote collaborative projects among students. Faculty will also be able to use the Internet to enhance their lectures and discussions.

¹ We define technology to include the application of computer, Internet, video and audio technologies to the delivery of instruction and student support services

2. **More Efficient Use of Teaching Time:** Faculty will be able to use technology applications to monitor student progress, maintain grade rosters and shape new curriculum. Faculty will modify the use of classroom time to better prepare students for in-class activities.
3. **Improved Opportunities to Provide Student Support:** Electronic systems will enable counselors and other student support faculty to provide accurate and timely information to students.
- 4.

The college will also benefit from the technology program:

1. Enhanced ability to compete with other education providers;
2. Increased sections and enrollment due to increased access and capacity while reducing impact on physical facilities;
3. Increased capacity to respond to growing student demand for online services and access to information.

Five Components of the CCSF Plan

To achieve our vision of what we can do in the next five years, we will need to address five key components of the CCSF plan:

1. **Gateway or Portal to CCSF Programs and Services:** Students will be able access a large array of information to make informed decisions about transfer, degrees, programs, certificates and courses. There will also be information about the availability of courses and the usefulness of courses for transfer to baccalaureate institutions. Students also will be able to apply to the college and register on-line. Faculty and staff will have access to information on their employment and benefits, professional development, computer resources, campus news, college policies, and services such as media services. (See www.asu.edu/faculty for an example of a college portal.)
2. **Instructional Delivery:** Courses and programs will be enhanced with the addition of,
 - Fully and partially online courses including a combination of direct instruction with the use of such tools as bulletin boards, chat rooms and threaded conferences, a help desk, streaming audio and video, where appropriate
 - Opportunities for students and faculty to interact electronically
 - Online testing where appropriate
 - Self-paced modules for students needing extra time and practice to master competency-based courses.
 - Computer-based skill building learning modules will be made available to students, faculty and staff
 - Web courses, telecourses and teleclasses² compliant with federal guidelines for disabled persons
 - Online college courses for high school students for college credit
 - Campus to campus video-linked classes, satellite-downlink classes

² Telecourses are pre-packaged series of video taped lessons produced by vendors and companies outside the District. Teleclasses are video versions of City College courses consisting of the lectures and discussions in class led by a CCSF instructor

- Mobile computer labs using laptops to create "instant labs" with Internet connectivity in classrooms.
 - Additional computer stations and labs to ensure that all CCSF students have sufficient access to computers, the Internet and connectivity for student-owned laptops
 - Opportunities for students to participate in cross-discipline and cross-campus instruction
 - Help desk for students
 - Mobile multimedia units
3. **Student and Academic Support Services:** Students will have access to,
- Electronic educational planning and certificate/degree/transfer audit programs to help students and counselors keep track of students' progress.
 - Web-based information databases to view academic history and financial records; a networked system to make appointments online either on or off-campus; and a computerized testing center for easier access to testing and for increasing the variety of tests that can be administered.
 - Counselors who will be able to use the Electronic Data Interchange (EDI) that will electronically store and retrieve student documents (e.g. transcripts from another college).
 - An online arena to communicate with each other on student-specific topics, using list-servs, secure message centers and chat rooms, to be managed by student clubs or the Associated Students
 - A "smart-card" or bar-coded student ID system to increase efficiency in the accounting or tracking of student attendance hours and service delivery
4. **Curriculum and Course Design and Evaluation:** The college will provide support to faculty for planning, design and evaluation of courses to enhance all forms of instruction. Faculty will work with an instructional design team to enhance classroom presentations and develop supplemental instructional materials, retool current face-to-face courses to technology-mediated ones, and create new courses where needed. They will also assess effectiveness of the courses and be able to work with the design team to make modifications where needed.
5. **Faculty and Staff Development: The Technology Learning Center will provide**
- Hands-on workshops for faculty and staff.
 - Assistance in planning and delivering technology training tailored to meet departmental needs.
 - Block grants to departments for training.
 - Funding for Banner Training.
 - Support for fully or partially online course development through delivering or facilitating training.
 - Lab Aids to provide one-on-one assistance.
 - A Help Desk to provide faculty and staff with support in email, Web and software applications.
 - Online technology training and handouts.
 - Self-paced tutorials.
 - Support for training on all campuses.
 - Funding for technology-related conference/travel.

- Equipment checkout.

Information on exemplary practices as well as funding sources, including grants and donations, will also be made available to support innovative applications of technology for instruction and student services.

To anchor the plan firmly within the college, we will rely upon,

1. **The Education Technology Office (ETO)** to provide oversight and coordination of all educational technology programming throughout the college. This will include oversight of the Office of Technology-Mediated Instruction and the Technology Learning Center. The ETO will manage student computer labs. The ETO will also work closely with the Student Development division on the application of technology to student services. It will also oversee the development and operations of the instructional computer labs throughout the college. The Office will coordinate with Broadcast Media Services to provide video services, production, and transmission for video-based and ITV instruction. The ETO will also establish and maintain an inventory of all equipment and software related to the college's education technology programming.
2. **The Office of Technology-Mediated Instruction (TMI)** will be responsible for the coordination and development of instructional delivery using various forms of technology including telecourses, teleclasses, satellite-downlink classes, online courses and technology-enhanced courses. The Office will have direct links with the academic affairs deans and department chairs. The TMI Office will work with the Technology Learning Center in the development of training and support services. The Office will also work with faculty to
 - a. Assess the quality and effectiveness of technology-mediated instruction;
 - b. Promote student enrollment in technology-mediated courses;
 - c. Expand collaborations with key regional and statewide technology initiatives;
 - d. Work with the Technology Teaching and Learning Roundtable to recommend funding support and resources to the Planning and Budgeting Council.
3. **The Technology Learning Center** will provide faculty, staff, and administration with the training and support to use technology to improve the instruction, services, and operations of the District. The TLC will
 - a. Provide faculty and staff with information, training and tools so that they can become independent users of technology;
 - b. Improve student outcomes and teaching excellence by training faculty in general and in discipline-specific education technology;
 - c. Improve the efficiency of college operations by training administration and staff in information technology pertinent to their work;
 - d. Increase opportunities for faculty and staff to serve as mentors and trainers.
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To implement the objectives contained within the plan, four project teams will be established:

1. **Planning, Coordination and Communications Team.** Led by the Education Technology Office, this team, comprised of members of TLTR and faculty from appropriate departments, shall coordinate the implementation of the entire education technology plan including a detailed start-up and operating budget for each cost center and rolling annual plans.

2. **Instructional Development and Delivery Team.** Led by the Office of Technology Mediated Instruction, this team, comprised of members of TLTR and faculty from appropriate departments, shall develop a detailed plan and timeline for the implementation of full and partial web-based courses and video-based classes for the campuses.
3. **Student Services Technology Team.** This team, comprised of designated representatives from the Student Development division and faculty from appropriate departments, will work with the Education Technology Office on a detailed timeline for implementation of the software applications for student support services.
4. **Professional/Staff Development Team.** The Technology Learning Center and designated members of the TLTR and faculty from appropriate departments, shall develop a detailed timeline for implementation of professional and staff development programming for the college.

How Can We Fulfill Our Plan?

To enable the college to address the plan, we assume that,

1. State resources will continue to be allocated to the community colleges at the same or slightly lower levels than what the colleges received during the last five years;
2. The new state technology plan for the colleges (Tech Two) will receive state funding;
3. Other forms of independent funding can be found through the grants process (e.g. Title III)
4. CCSF will win a second bond issue that will allocate some resources to technology.