Minutes of the 3/5/2007 meeting: Approved with minor changes.

AGENDA:

Old Business: Revision of the Ed Tech Plan

- Goal 1, #2:
  - There was a brief discussion of the Communications Committee sub-committee and its role in investigating the new eportal. TLTR will ask for a report on e-portal sub-committee progress to be given at the next meeting from Tom Hetherington, Mamie How, and Beth Cataldo.
  - It was suggested to promote use of student focus groups to help define the features of a portal. This language will be revised after the report heard at the next meeting (see above).

- Goal 2, #4 - Help Desk Services:
  - Janet explained role of Presidium and the current pilot project with the CVC for WebCT support for faculty and for students.
  - It was suggested to ask for a report on CCSF Help Desk services to analyse where we stand and determine what we need to have at the Help Desk for the future, including a discussion of the possibility of contracting out certain services. Ask Help Desk for a report of types of calls, duties, staffing. Do patron questions address hardware? software? passwords?
  - It was suggested there be an ongoing assessment process of the Help Desk services with attention paid to the following issues:
    - Educate the service faculty on how to educate staff and faculty on what to ask the Help Desk.
    - Should we utilize Help Desk software? That exists at CCSF, but hasn’t been implemented, due to staff limitations to get it going.
    - Need to know how complete ticketing system is.
    - The TLTR will invite James Rogers to report at next TLTR meeting.

- REFRESHING COMPUTERS:
  - Tom Boegel suggests that language should be added to the master plan in order to refresh computers every so often so that faculty can have up to date equipment. He noted that this is particularly important for disciplines such as CS and CNIT. A certain percentage should be refreshed each year – so that everything can be refreshed on a rolling basis. He suggests that TLTR include a schedule for “refreshing” machines, perhaps at the end of warranty.
  - Leasing machines was suggested: It was noted that CCSF leased student machines in the past and was not successful at that time.
It was noted that most of the last Ed Tech plan (adopted in 1997) was accomplished in the first 5 years. It was suggested to continue discussions on “thin” vs. “thick” clients – lease vs. buy, and other ways to save money and make things more user friendly.

- It was suggested that a section be added to the Ed Tech Plan called: “Looking forward” to include ongoing evaluations of new technologies.

New Business:
Christine Beard reported on technology implementation in TRST/ESL (Transitional Studies/ESL)
- Christine reported that, according to Jane Sneed, Block Grant moneys will be used to replace the lab at Mission and JAD. New lab will be constructed when they return to JAD. It was noted that JAD construction has not yet begun. The use of technology in many ESL classes at JAD is coming to a halt because of the move. Jane Sneed is now at Mission Campus. Transitional Studies has moved to DeAvila where older computers don’t work well. It was noted that new machines will be installed this summer at DeAvila.
- Transitional Studies at the Mission Campus will get new lab.
- What will teachers do with these labs? According to Christine, the High School diploma program will be using interactive programs and activities from the internet.
- Many challenges are involved with the campus move, older computers (which are scheduled to be replaced), and security issues.

Tom Boegel on iTunes U: Tom Boegel demonstrated how he used iTunesU in his CS class and suggested ways others could use this tool. The kinds of material that can be posted in iTunesU are audio, video, and audio+enhanced audio (audio + still pictures)

He suggested various types of content, and noted that storage (server space) is a big issue in podcasting as a 1.5 hr. lecture could be 5MB. iTunesU can solve the storage space issue by storing it for us on Apple servers.
- Class lectures and demonstrations
- Guest lectures
- Concerts
- Sporting events

Tom noted that Apple takes care of all the “back end” issues: back up, streaming, etc. CCSF determines how the content is organized, determines who can have access to what content, and produces and uploads the content. Apple will not put any copy protection on our content. We can only put up content that can be freely distributed.

To access podcasted material, people can listen/view content as its streamed or they can download content to their computers. Then the downloaded content can be transferred to an iPod if desired. Students can also upload audio and video content.

Tom Boegel set up a beta version of CCSF iTunesU containing both both public and private content. To use iTunesU at CCSF, faculty would need to get an account. They would contact Tom Boegel. CCSF’s iTunesU can be viewed at: [http://norbert.ccsf.edu/~tboegel/iTunesU](http://norbert.ccsf.edu/~tboegel/iTunesU)

The meeting was adjourned at: 3:50 p.m.

Minutes can be found at [http://www.ccsf.edu/tltr](http://www.ccsf.edu/tltr)