

Technology Learning Center Annual Report – 2005-2006

June 20, 2006

Overview

The TLC continues in its mission to offer educational technology training opportunities to CCSF faculty and staff. We administer the Faculty Web Template Project, and handle the intake and partial support for courses "techenhanced" with WebCT. We manage (with assistance from other ITS departments) the training lab, the Open Lab for Faculty/Staff and its annex in Batmale 422. We also serve the ITS Department by supporting communication and training efforts surrounding applications upgrades and other technology announcements that affect the CCSF community.

1) Training

The TLC offers training in a variety of modes in order to meet the needs of the greatest number of CCSF employees.

- Hands-on open workshops
- Custom workshops for individual departments or groups
- Online resources (tutorials, handouts, links)
- One on one tutorials
- Administer the Department Block Grant program to provide higher end training than we can provide to departments.
- Disseminate training information from outside sources, such as @ONE.

We keep abreast of new developments and strive to offer relevant and practical topics for educators and staff hoping to enhance their courses or work more efficiently.

a) Hands-On Workshops – We have found that open workshops are the most successful when offered during the summer and winter intersessions. During the Winter Intersession 2006, CCSF hosted the @ONE Hands-on Institute, meaning that we offered fewer opportunities of our own. The @ONE sessions were well attended by CCSF faculty and staff.

- i) **Total Open Workshops Offered: 81, 493 attendees**
- ii) **Custom Workshops Offered: 25, 11 Departments**
- iii) **New Workshops Developed and Offered in 05-06 (partial list):**
iTunes University, Podcasting (offered by Mac representative), PowerPoint Learning Objects (ESL), GroupWise Tips and Tricks, Computer Security (spyware, malware, phishing, spam), Basic and Intermediate Dreamweaver, Computer Skills for Contribute, five workshop series of WebCT training sessions, WebCT Show and Tell.

Attachments:

- i) List of workshops – Fall 2005 & Spring 2006
- ii) Workshop Stats
- iii) Web Stats
- iv) Contribute Survey Results
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- b) Custom Workshops** - We have found that, as faculty and staff seem to be busier with work and with their lives, that sessions scheduled for a department or group, at a location and time convenient to them, can be more successful than scheduling open workshops. This is especially true for classified staff who find it hard to attend open workshops during the work day. We have expanded efforts to provide this type of training and will continue to do so.
- i) **Number of Custom Sessions Offered: 25**
 - ii) **Departments Served:** ESL (6), Controllers, Human Resources, Business Department Job Matching Program, Registered Nursing, Math, English, Writing Success Project (2), Foreign Languages (6), Evans Campus staff (2), Mission Campus staff.
- c) One-on-one tutorials** – With a diminished Help Desk, the TLC has taken on more one on one tutorials. We provide help over the phone, in person, consultations, and one on one help in the lab. GroupWise, Contribute, Dreamweaver, and WebCT, basic computer skills, PowerPoint, are the foci of some of the most frequently asked questions. We began to log the number of these in Spring 2006. Although it is impossible to log each and every question, for Spring, 2006 a partial number is: **76 for a total of 26 hours.**
- d) Online Resources** – In an effort to provide 24/7 support, the TLC:
- i) **created online tutorials,**
 - ii) **provided online versions of workshop handouts,**
 - iii) **researched and linked to appropriate online resources** provided by other institutions and
 - iv) continued to promote the **VTC online tutorials** (to which we renewed our subscription)
 - v) promotes **@ONE online courses** and **desktop seminars** (free to California Community College employees).
 - vi) Maintains several websites with documentation and information for CCSF educational technology (see attachment for web stats).
 - (1) <http://www.ccsf.edu/tlc> – TLC website
 - (2) <http://www.ccsf.edu/techdocs> – Computer Orientation for New Faculty – Network login, GroupWise
 - (3) <http://www.ccsf.edu/vfascio> – Information, tutorials, handouts on applications taught in the TLC

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(4) http://www.ccsf.edu/banner_upgrade – Banner Upgrade information

(5) <http://www.ccsf.edu/upgrade> – GroupWise upgrade information

(6) <http://www.ccsf.edu/dui> – Additional GroupWise documentation

2) Labs- The TLC is responsible for the day-to-day functioning of our training and drop-in labs. We determine software needs, research and purchase software and maintenance. Work with other ITS staff to coordinate use of keyserver for efficiency.

a) Open Lab for Faculty/Staff in Batmale 313, and 422 Annex.

i) Student interns – hire, supervise, train 5 for Spring 2006 to work in lab assisting faculty.

ii) Oversee installation of new software and upgrades.

iii) Work with Help Desk to create image to be used on machines in R210, L313, and annex in L422.

iv) Open, close, maintain labs daily (or oversee student interns)

b) Training Lab in Rosenberg 210

i) Purchase new presentation hardware system to replace ailing ComWeb system.

ii) Oversee installation of new software and upgrades.

iii) Work with Help Desk to create image to be used on machines in R210, L313, and annex in L422.

3) Department Block Grant Program – Discontinued temporarily in 05-06 due to lack of funding.

4) Faculty Web Template Project- Begun with a grant from SBC and 10 pilot faculty, this project has expanded to a total of **143** users at the end of Spring 2006. Faculty find the software easy to use and like having a web presence. Workshops are usually full several weeks ahead of time. This project requires more than just providing training. The TLC and others perform the following tasks to make the program successful:

i) Luis Muniz-Maya, now in the Networking area of ITS, creates and maintains the accounts on the server, creates the connection “key”, and troubleshoots server issues. Luis also assists in the training sessions.

ii) Vic Fascio (TLC) created training program and all documentation both print and online, delivers training, distributes connection “keys” and passwords to participants. Provides support to Contribute users.

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- iii) Carol Reitan (TLC) promotes program via brochures, website, and City Currents. Collects applications, keeps track of participants, sends preliminary info and subsequent reminders. Assists during training sessions and provides support to Contribute users.
- iv) Work with TMI to develop surveys of Contribute Users (see attachment with results)

5) Tech-enhanced Courses

a) WebCT

- i) The TLC serves as the initial intake for new requests for WebCT shells. **111 new WebCT course shells** have been created since Fall, 2004.
- ii) TLC developed a new 5-workshop series to partially support techenhanced WebCT users.
- iii) TLC provides access to the @ONE WebCT self-paced tutorial. **142 current users.**
- iv) Receive all inquiries, vet requests, keep records of users, inform new users of log in procedures and training options. Work with WebCT administrator to create accounts and support users.
- v) Work with TMI to develop surveys for Techenhanced WebCT Users (see attachment with results)

b) Moodle - Open source learning management system (LMS) based on constructivist learning principles.

- i) At ETO Dean's request, TLC Coordinator took @ONE Course "Introduction to Moodle".
- ii) TLC arranged meeting with SFSU team to investigate a possible Moodle pilot w/ CCSF.
- iii) TLC coordinated training of CCSF Moodle pilots w/ SFSU.

6) Promotion of Services – The TLC promotes its programs widely using the available venues at CCSF:

- a) Websites (see section 1.c.vi. for complete list),
- b) TLCTraining listserv,
- c) brochures sent out to individual mailboxes several time per year,
- d) City Currents.

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7) Other Activities

- a) Vic Fascio and Carol Reitan assisted @ONE Winter Institute presenters, January 2006. CCSF hosted the @ONE Winter Institute in 2006.
- b) Carol Reitan served as CETC Ambassador during the 2005-2006 academic year. CETC Ambassadors are charged to disseminate information to their campuses about appropriate CETC programs. The job involved attending meetings with other ambassadors, sending print and email information about CETC programs, and making reports twice a year to the CETC Ambassador Program Coordinator.
- c) Give regular reports to the TLTR shared governance committee.
- d) TLC Coordinator continues as TLTR faculty co-chair until Fall, 2006.
- e) Expansion of online training resources; websites, online video tutorials (Vic Fascio).
- f) Support ITS initiatives:
 - i) Documentation and distribution of information via the web; GroupWise and Banner Upgrades (will take place in Fall 2006).
 - ii) Fill in to supervise ITS student interns website project when ITS director was on leave.
- g) Research applications for ETO; Micrograde, Elluminate, Presidium Learning, Digital Language Lab solutions for ESL.
- h) Purchase new presentation hardware for R210.
- i) Hire, supervise, and train 5 student interns in spring 2006.
- j) New Employee Orientation presentation.
- k) Provide Human Resources with application forms and login information handouts.

8) TLC Staff Professional Development – It is especially important for the TLC to keep up with developments in educational technology and relevant applications. Both Carol Reitan and Vic Fascio work hard to keep up with what is new so that the TLC can remain an excellent resource for CCSF faculty and staff.

- a) Vic Fascio
 - i) @ONE Desktop Seminars – Art of PPT, CCCConfer.
 - ii) @ONE Summer Institute, Evergreen Valley College – Podcasting
 - iii) Apple iTunes University, June 15, 2006.
 - iv) Independant research on hardware, software, css, php, and other web developments, subscribe to relevant professional listservs.
- b) Carol Reitan

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- i) @ONE Online Course – Introduction to Teaching with Moodle.
- ii) @ONE Summer Institute, Evergreen Valley College – Podcasting.
- iii) Digital Stream Conference – CSU Monterey Bay, March 2006.
- iv) Subscribe to relevant professional listservs.

9) Service to the College

- a)** Committees: Carol Reitan: Friends of the CCSF Library, International Education Committee, TLTR (Faculty Co-chair); Vic Fascio attends relevant TLTR meetings.
- b)** Carol Reitan served as CETC Ambassador for the 2005-2006 academic year.

10) Immediate Concerns:

a) Staffing

- i) Staffing for the Contribute program – Due to the wonderful cooperation of Tim Ryan from Networking, and the dedication of Luis Muniz-Maya, we have been able to offer several Contribute trainings per year. However, demand still exceeds our capacity. Staffing issues on the server side will continue to impact the expansion of the project.
- ii) There continues to be a need for both student and faculty support for techenhanced WebCT users.
- iii) Many faculty could use the support of a multimedia specialist to assist “techenhanced” faculty with the creation of digital image, sound, video, and other multimedia projects.

b) Funding

- i) The TLC Coordinator is still a partially grant-funded position.
- ii) The Department Block Grant program
- iii) Student interns to help faculty, install software, and assist the Help Desk with various tasks are a priority.

11) TLC Staff:

- a)** Carol Reitan – Coordinator
- b)** Vic Fascio – Senior Trainer
- c)** We receive assistance from Luis Muniz-Maya (Networking Department) for Contribute Site Administration, and James Rogers of the Help Desk.

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