

Technology Learning Center Annual Report – 2006-2007

September 8, 2008

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 the Lab for Faculty/Staff in Batmale 313 and its annex in Batmale 422. We also serve the ITS Department by supporting communication (including maintaining the ITS website) and training efforts surrounding applications upgrades and other technology announcements that affect the CCSF community. The TLC has also been involved in coordinating our interaction with SFSU and Moodlerooms as part of our Moodle (a widely adopted open source LMS) pilot.

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
- Disseminate training information from outside sources, such as @ONE, and VTC.

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.

- i) **Total Open Workshops Offered: 143** with **875** attendees
- ii) **Custom Workshops Offered: 11, 7 Departments**
- iii) **New Workshops Developed and/or Offered in 06-07 (partial list):**
Direct from MacWorld (offered by Mac representative), Wimba Voice Tools, Blogging for Education, Audacity, iLife06, New Library Tools (Librarian)
Correcting Bad Habits in Word, Well-managed GroupWise mailbox.
- iv) **Laptop Orientations** – New laptops were distributed to Business Dept.faculty. Each recipient received an orientation from the TLC trainer.

b) Custom Workshops - We continue to find 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. Last summer we held the first “Classified Camp” offering workshops on office applications.

- i) **Number of Custom Sessions Offered: 11**

Attachments:

- i) List of workshops – Fall 2006 & Spring 2007
- ii) Workshop Stats
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Technology Learning Center Annual Report – 2006-2007

September 8, 2008

- ii) **Departments Served:** Gough Street, Research, Planning, and Grants, Registered Nursing, PE, Writing Success Project, Counseling, ESL (Chinatown), and general ESL.
 - c) **One-on-one tutorials** – With a diminished Help Desk, the TLC has taken on more one-on-one tutorials. We provide phone and in person consultations, and one-on-one help in the lab. Although it is impossible to log each and every question, for 2006-2007 we logged: **238 for a total of 103 hours and serving members of 53 departments.**
 - 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
 - (4) <http://fog.ccsf.edu/contrib> – Contribute project support site. Contains handouts, tutorials, examples, and more.
 - (5) http://www.ccsf.edu/banner_upgrade – Banner Upgrade information
 - (6) <http://www.ccsf.edu/upgrade> – GroupWise upgrade information
 - (7) <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) **Lab for Faculty/Staff in Batmale 313, and 422 Annex.**
 - i) Student interns – hire, supervise, one new student intern 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)
 - v) Maintain records connected to purchase of software and maintenance contracts.

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Technology Learning Center Annual Report – 2006-2007

September 8, 2008

b) Training Lab in Rosenberg 210 - The Training Lab in Rosenberg 210 was converted to offices for another CCSF program per CCSF administrative decision.

3) Department Block Grant Program – Discontinued again 06-07 due to lack of funding.

4) Faculty Web Template Project- Begun with a grant from SBC and 10 pilot faculty, this project has now expanded to a total of **167** users (24 in 06-07). Faculty continue to find the software easy to use and like having a web presence. Due to technical difficulties, we modified the program to house sites made after January, 2007 on the faculty web server, "fog". We will move participants to the new server as we can.

The TLC performs the following tasks to make the faculty web template program successful:

- i) Vic Fascio (TLC) created training program and all documentation both print and online, delivers training, passwords to participants. Provides support to Contribute users. Also resets and reactivates sites when necessary. He also moves material over to the new server when necessary.
- ii) 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.
- iii) Both work with "fog" and "cloud" server administrators to make sure the project runs smoothly.

5) Tech-enhanced Courses

a) WebCT

- i) The TLC serves as the initial intake for new requests for WebCT shells. **134 new WebCT course shells** have been created since Fall, 2004.
- ii) TLC discontinued promoting WebCT during period of transition between Learning Management Systems. TLC continues to provide access to the @ONE WebCT self-paced tutorial. 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. Even without promotion, **23** new techenhanced users requested shells during 2006-2007.

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

- i) TLC coordinated training of CCSF Moodle pilots w/ SFSU.
- ii) Set up continued pilot with Moodlerooms (a commercial Moodle partner) with TLC serving as administrator of the site (beginning late Spring, 2007)

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Technology Learning Center Annual Report – 2006-2007

September 8, 2008

- c) **Wimba** – Coordinator worked with Wimba to integrate Wimba Voice Tools in WebCT 4.1, CE6, and Moodle 1.8.

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

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

7) **Other Activities**

- a) **EdTech Fair (Fall, 2006)** – Cross departmental showcase of faculty using technology.
- b) Vic Fascio served as CETC Ambassador during the 2006-2007 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 serves as TLTR minutes secretary.
- e) Expansion of online training resources; websites, online video tutorials (Vic Fascio).
- f) Support ITS initiatives:
 - i) Scheduled training sessions, completed documentation and distribution of information via the web; GroupWise and Banner Upgrades (Fall 2006).
- g) Hire, supervise, and train 1 new student intern in 2006-2007.
- h) New Employee Orientation presentation.
- i) Provide Human Resources with application forms and login information handouts.
- j) TLC Coordinator and Trainer participated in Blackboard CE6 Migration Course
- k) TLC Trainer gave Classified FLEX workshops
- l) Coordinator participated in Presidium Help Desk Pilot meetings (CVC Pilot)

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
 - ii) Took 6 week CCSF course on Podcasting.
 - iii) Independent research on hardware, software, subscribe to relevant professional listservs.
- b) Carol Reitan
 - i) Attended CVC Online Teachers' Conference at Ohlone College

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Technology Learning Center Annual Report – 2006-2007

September 8, 2008

- ii) Subscribe to relevant professional listservs.

9) Service to the College

- a) Committees: Carol Reitan: Friends of the CCSF Library, International Education Committee (through Fall, 2006), TLTR (minutes secretary);
- b) Vic Fascio attends relevant TLTR meetings.
- c) Vic Fascio served as CETC Ambassador 2006-2007

10) Immediate Concerns:

a) Staffing

- i) There continues to be a need for both student and faculty support for techenhanced WebCT users.
- ii) 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.
- iii) With fewer staff at the Help Desk, the TLC pitches in to answer individual questions, allowing less time for workshop development.
- iv) The TLC Faculty/Staff Lab needs a lab manager to maintain hardware and software installations.

b) Funding

- i) Need funding to reinstitute the Department Block Grant program.
- ii) Need consistent funding for student interns to help faculty, install software, and assist the Help Desk with various tasks.
- iii) Need budget for software, software maintenance, and equipment.
- iv) The TLC lab requires a lab manager.

11) Plans for Next Year

- a) Continue to expand online resources for faculty/staff
- b) Work with TMI to develop training for new LMS/CMS
- c) Continue to develop new workshops that reflect changes in educational technology, interest, and needs of faculty/staff.

12) TLC Staff:

- a) Carol Reitan – Coordinator
- b) Vic Fascio – Senior Trainer

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