

# Technology Learning Center Annual Report – 2007-2008

August 26, 2008

## Overview

The TLC offers technology training and serves the ETO in various capacities. In 2007-2008, the TLC offered fewer training sessions, but took on some new tasks to help fill the void caused by the unexpected retirement of the ETO's Instructional Designer; offering workshops for online teachers, mentoring new online teachers, reviewing online courses, assisting with the Moodle pilot and the search for a replacement for WebCT. The TLC Coordinator participated in the updating of the CCSF Technology Plan, and in the Digital Teaching and Learning Consortium (DTLC). We also support various ITS initiatives.

## 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
- Drop-in sessions for common applications
- Disseminate training information from outside sources, such as @ONE, and VTC.

We keep abreast of new developments here at CCSF and in educational technology in general 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:** In 2007-2008, much TLC time was spent with other tasks needed by the ETO. Fewer hands-on workshops were offered. New workshops included web 2.0 technologies, classlist printing, library technology.

- i) **Total Open Workshops Offered: 80**
- ii) **Custom Workshops Offered: 1**
- iii) **New Workshops Developed and/or Offered in 07-08: 8**

**b) Custom Workshops:**

- i) **Number of Custom Sessions Offered: 2**
- ii) **Departments Served: 1** (Counseling)

**c) One-on-one tutorials – 202** (106 hours), **78** departments served.

**d) Online Resources –** In an effort to provide 24/7 support, the TLC:

- i) **continues to create online tutorials** when possible and appropriate, (1) New for 2007-2008: Office 2007 information site
- ii) **provides online versions of workshop handouts,**
- iii) **researches and links to appropriate online resources**
- iv) continued to promote the **VTC online tutorials**

Attachments:

- i) List of workshops – Fall 2007 & Spring 2008
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- 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](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) ETO Support Tasks

### a) Moodle Pilot

- i) **Administer Moodle Pilot:** TLC Coordinator served as liaison with Moodlerooms (Moodle host) and Moodle administrator for the year-long Moodle Pilot. Handled intake of new users, created course shells, accounts, uploaded students to courses, responded to teacher help needs, created “sandboxes” for participants in LMS choice process.

### b) CCSF Technology Plan:

CCSF Coordinator participated with other ETO staff to craft new ETO portion of CCSF Technology Plan. Campus-wide committee headed by Robert Gabriner.

### c) DTLC Consortium:

TLC Coordinator attended meetings and participated in DTLC Consortium. The DTLC brings together ed tech staff from Community Colleges, CSU and UC campuses, and other schools including some K-12 to work on common problems surrounding use of Moodle and e-Portfolios.

### d) Help with TMI Online Course Process:

- i) **Provide WebCT Overview workshop** for new online teachers.
- ii) **Mentor new online teacher** in Astronomy.
- iii) **Serve on review committee** for new online courses.
- iv) **Participated in search for new Course Management System** by setting up Sandboxes for participants, participating in workshops, experimenting with two different systems, providing input to the decision-making process.

### e) Learning Management System Search

- i) TLC Coordinator and Trainer participated in introductory workshops in both Angel Learning and Moodle.

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- ii) Coordinator created “sandbox” areas for LMS search workshop participants.
  - iii) TLC Coordinator and Trainer provided comparison feedback.
- f) Instructional Designer Search**
- i) TLC Coordinator and Trainer served on interview committee for new Instructional Designer.
- g) Tech-enhanced Courses**
- i) **WebCT**
    - (1) TLC discontinued promoting WebCT during period of transition between Learning Management Systems. The TLC served as the initial intake for new requests for WebCT shells through mid-spring, 2008, provided access to the @ONE WebCT self-paced tutorial, received all inquiries, vetted requests, kept records of users, informed new users of log-in procedures and training options. Worked with WebCT administrator to create accounts and support users.
  - ii) **Moodle** - Open source learning management system (LMS) based on constructivist learning principles.
    - (1) TLC coordinated training of CCSF Moodle pilots w/ SFSU.
    - (2) Set up continued pilot with Moodlerooms (a commercial Moodle partner) with TLC serving as administrator of the site.
    - (3) TLC Coordinator served as the Moodle admin. through Spring, 2008; creating course shells, user accounts, providing limited documentation, participating in Moodle user meetings.
  - iii) ***Techenhanced listserv*** – maintained by TLC Coordinator.
- 3) Open Lab for Faculty/Staff**
- a) **Maintain Lab for Faculty/Staff in Batmale 313, and 422 Annex.**
  - b) **Train student lab aides** to maintain labs and assist faculty.
- 4) Faculty Web Template Project-** Begun with a grant from SBC and 10 pilot faculty, this project has now expanded to almost 200 participants. Faculty continue to find the software easy to use and like having a web presence. The TLC performs the following tasks to make the 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

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preliminary info and subsequent reminders. Assists during training sessions and provides support to Contribute users.

- iii) Both work with “fog” server administrators to make sure the project runs smoothly.

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

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

**6) Support for ITS Department**

a) **Maintain ITS website**

b) **Support ITS initiatives:**

- i) Scheduled training sessions, completed documentation and distribution of information via the web; printing of classlists

**7) Department Block Grant Program** – Discontinued again 07-08 due to lack of funding.

**8) Other Activities**

- a) Give regular reports/presentations to the TLTR shared governance committee.
- b) TLC Coordinator serves as TLTR minutes secretary.
- c) Expansion of online training resources; websites, online video tutorials (Vic Fascio).
- d) Hire, supervise, and train student interns
- e) Present at New Employee Orientation presentation and FLEX days.

**9) 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

b) Carol Reitan

- i) Attended Digital Stream conference at CSU-Monterey Bay
- ii) Attended CALICO Conference in SF.
- iii) Attended multiple “Desktop Seminars” through @ONE
- iv) Attended DTLC ePortfolio one-day conference.

**10) Service to the College**

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- a) Committees: Carol Reitan: Friends of the CCSF Library, TLTR (minutes secretary);
- b) Vic Fascio attends relevant TLTR meetings.

## 11) 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 are a priority.
- iii) Need budget for software, software maintenance, and equipment.  
TLC equipment is older and should be upgraded to allow faculty
- iv) The TLC lab requires a lab manager.

## 12) TLC Staff:

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

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