

Technology Learning Center Annual Report – 2009-2010

September 1, 2011

Overview

The TLC serves the ETO in various capacities. Training is our primary mission. But recently, because of big transitions taking place at CCSF (from WebCT to Moodle, from Dreamweaver and Contribute to Day Communiqué), the TLC has been asked to use our expertise in new ways. During this time of change, we have become more involved with the process of these transitions – offering the perspective of those who know both the needs of our users and the benefits as well as the limits of the technology. Both the Coordinator and Senior Trainer have worked as instructors in higher education and know well the needs of educators and staff.

Academic year 2009-2010 is unusual as the TLC Coordinator took a sabbatical semester during the Fall, 2009. The TLC trainer was out on extended sick leave for most of the Spring, 2010.

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.

Training was significantly curtailed during 2009-2010 as each semester we had only one TLC employee present.

a) Hands-On Workshops: In 2009-2010, much TLC time was spent with other tasks needed by the ETO and ITS.

i) Total Open Workshops Offered: 105

b) One-on-one tutorials – 74 hours, serving 41 Depts.

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

- i) provides online versions of workshop handouts,**
- ii) researches and links to appropriate online resources**
- iii) continued to promote the VTC online tutorials**
- iv) promotes @ONE online courses and desktop seminars** (free to California Community College employees).
- v) Maintains several websites with documentation** and information for CCSF educational technology. The work began to transfer our TLC website to the new CMS. Both the Coordinator and Trainer worked on **this continuing project.**

Attachments:

- i) List of workshops – Fall 2008 & Spring 2009**
- ii) Workshop Stats**

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2) ETO Support Tasks

a) Tech-enhanced Courses

- i) *Techenhanced* listserv – maintained by TLC Coordinator.

3) Open Lab for Faculty/Staff

- a) **Maintain Lab for Faculty/Staff in Batmale 313, and 422 Satellite Lab.**
- b) **Hire and Train student lab aides** to maintain labs and assist faculty.
- c) **Handle software maintenance** contracts for software in the Lab.

4) Faculty Web Template Project- While still supporting our over 200 users of the templates and Contribute, we are winding down this program in favor of the new content management system. No new workshops will be offered at this time, although since the new website is not yet ready to house instructional websites, our online tutorials and student lab aides can assist new faculty in setting up an instructional website using Contribute and the CCSF templates. Senior Trainer involved in creating a Faculty Template.

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) Wide Distribution Email,
- d) City Currents.

6) Support for ITS Department

a) Maintain ITS website

b) Support ITS initiatives:

- i) **New Website Project:** TLC staff continued its involvement in the new CCSF website/cms project.
 - (1) TLC Coordinator (spring 2010) and Senior Trainer(Fall 2009) attended weekly meetings with CCSF website “team” to keep up with changes to the CMS software.
 - (2) Supported new user questions and drop-in workshop sessions.
 - (3) Organized and supported CMS Training Program (classes taught by Web Production Coordinator)
- ii) **Coordinator and Trainer participate in Google Apps working group**

7) Other Activities

- a) Give regular reports/presentations to the TLTR shared governance committee.
- b) TLC Coordinator serves as TLTR minutes secretary.
- c) Hire, supervise, and train student interns
- d) Present at New Employee Orientation presentation and FLEX days.

8) TLC Staff Professional Development – It is especially important for the TLC to keep up with developments in educational technology and relevant applications.

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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.

9) Service to the College

- a) Committees: Carol Reitan: Friends of the CCSF Library, TLTR (minutes secretary);
- b) Vic Fascio attends relevant TLTR meetings.
- c) TLC participates in the New Employee Orientation each fall to inform new faculty and staff of TLC services available to them.
- d) TLC offers a FLEX workshop each semester.
- e) Coordinator teaches an online course in her discipline.
- f) Coordinator developed new course in sequence during sabbatical.

10) Immediate Concerns:

a) Staffing

- i) 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.
- ii) Although the part-time, hourly, Web Production Coordinator is doing a terrific job, the college really needs someone to take charge of the new CCSF website, enforce policies, and preserve and maintain the investment in the product.

b) Funding

- i) Need funding to reinstitute the Department Block Grant program (especially important for ITS staff due to rapid change in field and need for retraining)
- ii) Consistent funding for student interns to help faculty, install software, and assist the Help Desk with various tasks is a priority.
- iii) Need budget for software, software maintenance, and equipment. TLC equipment is older and should be upgraded to allow faculty to use modern equipment.

11) TLC Staff:

- a) Carol Reitan – Coordinator (on sabbatical, Fall, 2009)
- b) Vic Fascio – Senior Trainer (out most of Spring, 2010)

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