

# Technology Learning Center Annual Report – 2010-2011

## September 1, 2011

### Overview

New staffing at the college brought changes in the organization of the ETO. Classified workers with a technology classification no longer reported to the ETO coordinators, but to the new ITS Chief Technology Officer. The ETO lost their Instructional Designer, and longtime Dean Mamie How and TMI Coordinator, Janet Willett, retired.

The ETO was dissolved and reorganized into the Educational Technology Department, with Department Chair, Cynthia Dewar, and Acting Dean, Tom Boegel. Later, during the spring, the ETD was re-organized under the Behavioral and Social Sciences Dept, under Dean Fred Chavaria.

### 1) Training:

The TLC continued its training mission, but with a slightly different focus. In Spring, 2011, Coordinator Carol Reitan took on some of the tasks formerly handled by the Instructional Designer (bumped by Civil Service rules, July, 2010), training faculty on Insight (Moodle), while Trainer Vic Fascio was assigned (by ITS) time-consuming duties relating to administrative IT projects (including, but not limited to creating documentation for ITS department functions.). Both cooperated on delivering workshops on Google Apps (CCSFmail). It was decided that ETD will focus on educational technology, while ITS will focus on general campus technology training (including the CMS).

It is sad to see the dissolution of the ETO, a very successful faculty/classified collaboration that worked well for many years. The vision of the ETO originally was to have faculty and classified work together on a common goal; using technology for education and for distance learning. We will still work together, but since we report to different supervisors, the goals have been differentiated.

As a result of the new ITS/ ETC split, there were turf wars, disagreements about where offices would be located and who would occupy them. Classified staff who used to report to the ETO Dean, were sent relocation letters from ITS, but many did not move. The plan changed weekly. Unions were involved. This continued throughout the academic year 2010-2011.

We had a few scheduled workshops on a new version of GroupWise, but most training outside of Insight, Google Apps, and the CMS was discontinued for the time being.

- a) **Hands-On Workshops:** In 2010-2011, much TLC time was spent with other tasks needed by the ETD and ITS.
  - i) **Total Open Workshops Offered: 111**
  - ii) **Attendees: 677**
  - iii) **Departments Served: Counseling, Gough Street**
- b) **One-on-one tutorials – 287 hours.**
- c) **Online Resources** – In an effort to provide 24/7 support, the TLC:
  - i) **continues to create online tutorials** when possible and appropriate,
  - ii) **provides online versions of workshop handouts,**
  - iii) **researches and links to appropriate online resources**

Attachments:

- i) List of workshops – Fall 2010 & Spring 2011
- ii) Workshop Stats

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- iv) continued to promote the **VTC online tutorials**
- 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. The work began to transfer our TLC website to the new CMS. Both the Coordinator and Trainer worked on this continuing project.

### d) Tech-enhanced Courses

- i) **Moodle** - Open source learning management system (LMS) based on constructivist learning principles. – See **2a** for details.
- ii) **Techenhanced listserv** – maintained by TLC Coordinator.

## 2) Open Lab for Faculty/Staff

- a) **Maintain Lab for Faculty/Staff in Batmale 313, and 422 Annex.**
- b) **Hire and Train student lab aides** to maintain labs and assist faculty. (Coordinator and Trainer share tasks connected with student workers.)
- c) **Handle software maintenance** contracts for software in the Lab.
- d) **We are now ALMOST fully staffed with student Lab Aides.**

3) **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 Google Sites. The CMS did not work out as a place to host faculty sites. Although we are still helping old users of Contribute, no new sites will be created with Contribute.

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

- a) TLC website
- b) TLC-Training listserv,
- c) Wide Distribution Email,
- d) City Currents.

5) **New Website Project**: TLC Trainer continued his involvement in the new CCSF website/cms project.

- (1) 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.

6) **The TLC Trainer now reports to ITS**. His new duties involve chairing committees, assisting the new CITO with coordinating ITS documentation, serving as training coordinator for ITS, and much more.

## 7) Other Activities

- a) Coordinator gives regular reports/presentations to the TLTR shared governance committee.
- b) Coordinator hire, supervises student interns.

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- c) Coordinator and Trainer 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. 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) **Coordinator:** Took 4 courses with @ONE as part of the Online Teaching Certificate, plus various @ONE Desktop Seminars
  - b) **Trainer:** Desktop Seminar (PowerPoint and Accessibility)
- 9) Service to the College**
- a) Committees: Carol Reitan: Friends of the CCSF Library, TLTR, DLAC,
  - b) Coordinator chairs Chancellor's Technology Advisory Group
  - c) Vic Fascio attends relevant TLTR meetings.
  - d) TLC participates in the New Employee Orientation each fall to inform new faculty and staff of TLC services available to them.
  - e) TLC offers a FLEX workshop each semester.
  - f) Coordinator teaches an online course in her discipline.
- 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) The college needs someone to take charge of the new CCSF website, enforce policies, and preserve and maintain the investment in the product.
    - iii) The Ed Tech Department is without a Distance Learning Specialist, and missing one classified support staffer due to retirement.
  - 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) Need budget for software, software maintenance, and equipment.
- 11) TLC Staff:**
- a) Carol Reitan – Coordinator
  - b) Vic Fascio – Senior Trainer

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