Overview
Fall 2011 brought additional changes in the organization of the Educational Technology Department. We lost during the summer 2011, our classified tech support position, through the retirement of Violet Hanada. We regained the services of Vic Fascio, Senior Trainer, when he was returned to the Ed Tech Dept. by ITS. The ETD remains part of the Behavioral and Social Sciences Dept, under Dean Fred Chavaria.

1) Training:
The TLC continued its training mission with its new focus, instructional technology. Coordinator Carol Reitan continues training faculty on Insight (both techenhanced and online teachers), while Vic Fascio is phasing out his activities in ITS, and picking up tasks in ETD formerly performed by our tech support person (now retired) and continues previous Google Apps and other training.

ETD continues to focus on educational technology, while ITS focuses on general campus technology training (including the CMS).

ITS offices continued to move. The Help Desk, with whom we had always a close working relationship, moved to the fourth floor to be nearer other ITS staff. Our wing now houses only Ed Tech Dept. personnel.

a) Hands-On Workshops:
   i) Total Open Workshops Offered:
   ii) Attendees:
   iii) Departments Served:

b) One-on-one tutorials –

c) Online Resources – In an effort to provide 24/7 support, the TLC:
   i) continues to create online tutorials when possible and appropriate, (Moodle videos – for students and faculty)
   ii) provides online versions of workshop handouts,
   iii) researches and links to appropriate online resources
   iv) continued to promote the VTC online tutorials (there are currently discussions to replace this with a different product)
   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. TLC website is now completely in the new CMS. New sites were created to support TLC workshops and Ed Tech Faculty.

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.

Attachments:
   i) Workshop Stats
b) **Hire and Train student lab aides** to maintain labs and assist faculty. (Coordinator and Trainer share tasks connected with student workers.)

c) **The TLC no longer handles software maintenance** contracts for software in the Lab. This is now done by Ed Tech clerical staff.

d) We have sufficient funding, both LabAide and FWS to cover our lab with student help. We’ve had some difficulty finding students.

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, having replaced this tool with Google Sites (free).

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 until Fall 2012, when he was 100% back to the TLC, helping with the CMS with only drop-in sessions and occasional phone support.
   - 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, until suppression of all shared governance committees in Fall 2012.
   - b) Coordinator hire, supervises student interns.
   - c) Coordinator and Trainer train student interns
   - d) Present at New Employee Orientation presentation, and during Independent FLEX day before the beginning of the semester.

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 and a practicum to complete the Online Teaching Certificate, plus various @ONE Desktop Seminars
   - b) **Trainer**: Various Desktop Seminars

9) **Service to the College**
   - a) Committees: Carol Reitan: Friends of the CCSF Library, TLTR, DLAC,
   - b) Coordinator chaired Chancellor’s Technology Advisory Group until June 2012.

Attachments:
   - i) Workshop Stats
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c) Coordinator was named to the Accreditation Response Team, Group #9, in July, 2012.
d) Vic Fascio attended relevant TLTR meetings.
e) TLC participates in the New Employee Orientation each fall to inform new faculty and staff of TLC services available to them.
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.
      iv) The College will miss the support of the TLC for campus-wide software such as email, and the CMS.

   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

Attachments:
   i) Workshop Stats