

**Technology Learning Center**  
**Summary of Activities, Projects and Support Services**  
**July 2000- February 2004**

**June 2003-February 2004, Prepared by Barbara Stewart (through Dec. 2003) and  
Carol Reitan (beginning Jan. 14, 2004), TLC Coordinators**

**Department Block Grants for Technology Training**

- Learning Assistance Center: administering PLATO software
- Chemistry: analytical uses of capillary electrophoresis for instructors of Chemistry 101A and B, Chemistry 212A and B, and Chemistry 65C.
- CIS: Implementing MS Windows 2000 and XP; Oracle Training; CISCO
- CNIT: Computer Networking and Info Tech
- Technology Mediated Instruction: WebCT training for technical support staff and online instructors
- Film: training in Final Cut Pro, Film Logic, and DVD Studio Pro for the Film Department faculty and technical support staff
- Student Health Services: training for Implementing MedPro.
- Curriculum/Tenure Review: training in Quark Xpress
- ESL: Calibrated Peer Review. Post-training, the TLC provided support for Lia Smith, ESL Instructor, to develop and implement CPR in the new ESL lab.
- Architecture: training of faculty to develop and implement Form Z into a new CAD course as well as to integrate this instructional/design tool into existing courses.
- Theater Arts: software training to develop multimedia theater programs and use new entertainment technology
- Consumer Arts and Sciences: Flat Pattern Design Computer training
- Physical Education: training in computer software for the Fitness Center
- Counseling: SARS training. Since receiving training through a block grant, Lindy McKnight and Patty Chong-Delong offer training each semester.
- Business: purchase of VTC self-paced CD ROM tutorials, and subsequent support workshop training
- Photography: training in the Fine Art Printing Workshop.
- Office of Instruction: Quark training
- ITS: Networking training
- Banner Training
- Multiple Departments: Funding for Technology Related Conferences
- All Departments: Funding for VTC online training

**Specialized Departmental Training**

- Registration [training in basic technology skills and special needs]
- 33 Gough Street, one day/week for one semester [training in basic skills and business applications]
- Student Health [basic skills preparation for Med-Pro Training]
- Language Center [web site maintenance] - ongoing

## **Development Projects**

- Matriculation [development of online student orientation Web site]
- Technology Mediated Instruction [co-authored online course for faculty who are developing online courses & co-teach online and face-to-face portions of the WebCT Assessment training for new online faculty]
- Assisted with development and implementation of Calibrated Peer Review for the new ESL lab.

## **Workshops and Tutorials**

### **1999-2000**

- 750 employees received workshop training
- 2,403 employee sign-ins for open lab [Not all users sign in. Many are repeat users.]
- 150+ individual tutorials
- 1,000+ requests for help on a drop-in basis

### **9/01-6/02**

- 109 workshops
- 47 lab aide tutorials, at an average of 87 minutes per session
- 216 Help Desk staff tutorials (represents approximately 30% of their calls)
- 15 departments provided with extended tutorials in Web design

These statistics don't reflect the hundreds of questions we answer for drop-in visitors to the TLC as well as phone calls and emails.

### **9/02-December 03, Desktop Upgrade**

- 102 Desktop Upgrade Orientations [approximately 1600 faculty/staff as of 12/03]
- 31 Laptop training sessions 4/03 – 12/03 [280 faculty]
- Desktop Upgrade training took place at the following campuses:
  - Ocean
  - Alemany
  - Chinatown/North Beach
  - John Adams
  - SouthEast
  - Mission
  - Fort Mason

### **6/03- 12/03– non-upgrade workshops**

- 12 workshops to 95 people [85% of evaluations are excellent; 15% Good, 0% Fair or Poor]

### **2004 to date – non-upgrade workshops**

- 16 Workshops to 211 people
- Two department training sessions in web site maintenance (Language Center)

## **Departmental Web Development**

Extensive help was provided by the Help Desk staff in their capacity as TLC support staff for the following departmental Web sites during the last year:

- Study Abroad
- Purchasing
- Scholarships
- Staff Development
- Extended Opportunity Programs and Services (EOPS)
- DSPS
- International Students Programs
- Finance and Administration (Peter Goldstein/Toni Lee)
- Older Adult Work Programs
- Gay Lesbian Bisexual Studies
- Admin Services Contract Administration SLBE
- School of Behavioral and Social Sciences
- Fire Sciences

## **Other Services**

- DUI website with training schedule, workshop documentation
- TLC website with training schedule, links to technology resources
- Scheduling and Support for all Technology-related Flex presentations
- Open lab with lab aides/tutorials
- Limited equipment checkout and support [projector, screen, laptops, camera]
- General information, assistance, and training planning for departments and individuals
- Support for DU deployment – including frequently updated website with documentation, forms, and training schedule for the DUI
- Block Grants
- Classified FLEX Technology workshops, Oct 2003, March 2004.

## **CURRENT PROJECTS**

### **Spring, 2004 Development**

- Work with ITS and Office of Instruction to develop system for new employee account generation and orientation.
- WebCT Overview training session for instructors interested in enhancing their courses with technology – features include: discussion board, chat, assessment tools, student presentation feature, assignment feature.
- Further outreach to campuses and departments to assess specific training needs.
- Redesign TLC Web site
- Reconstitute the pre-Upgrade workshop program:
  - Basic Skills
  - Email

Web Development  
Office Applications  
Graphics  
Instructional Technology

## **Spring, 2004 Training**

- 14 workshops scheduled from Jan. 26 through March 4.
- Website training sessions scheduled for the Foreign Languages Dept. and Language Center.
- Co-teach WebCT Assessment Tools Training (online and face-to-face) for new teachers with TMI (March 04)
- Chinatown Campus – Chinese New Year Training Day- 3 TLC workshops for 22 people. Workshop titles included: Laptop Activities for the ESL Classroom, GroupWise, PowerPoint. Follow-up Chinatown event is in the planning stage.
- Downtown Campus – Two workshops planned for later in February.

## **FUTURE PROJECTS**

### **Summer, 2004 Training**

- Advanced GroupWise Features
- Web Development
- Overview of WebCT Features for Technology Enhanced Teaching
- Continued DU workshops for faculty and staff who have not yet attended.

### **Summer Development**

- Online orientation to GroupWise for new employees
- Training to implement Faculty Web Template project (Pilot)
- New Employee Orientation for FLEX
- Tech-enhanced course training [with TMI]

### **Projects currently on-hold**

- Develop a departmental Web planning program to complement existing 15-hour Web-creation workshop sequence
- Develop an online lab aid training program
- Work with Research and Grants to investigate new sources of funding

**Training Priorities for 2003/04**

- Continued training and support for the Desktop Upgrade
- Web Development/Support
- Training for ITS tech support staff
- Faculty Web templates
- Training for faculty in tech enhanced and hybrid courses
- Expansion of online training opportunities
- Department block grants