

Technology Learning Center
Summary of Activities, Projects and Support Services
Spring - Summer, 2004 - 9/02/04

Activities, Projects and Support Services

Department Block Grants

Administering the block grants includes: helping departments develop the proposal; preparing for committee review; getting answers to committee questions; helping departments revise and incorporate suggestions from the committee; scheduling training with consultants; processing payments.

- CNIT (2 grants) – Network security; Web Server training
- Film – New features of FinalCut Pro
- Graphic Communications – InDesign for Quark Users Training
- Multimedia Studies – “After Effects” and “3D Studio Max Training”
- Help Desk – Dreamweaver Training

Workshops and Tutorials (See attached list of workshops and tutorials given)

- Basic Skills
- Email
- Web Development
- Office Applications
- Graphics
- Audio Compression
- Course Management Tool - WebCT Overview
- Calendaring using GroupWise
- Macintosh workshops – Basics, MS Suite for the Mac
- SPAM Information
- CCSF Online Services for Faculty and Staff

Specialized Departmental Training

- Chinatown – Basic Skills and ESL
- Book Store – Getting new accounts
- Gough Street (Controllers)
- Foreign Languages Department – Departmental Web Page, Using MSWord in Chinese
- Language Center – Departmental Web Page, Audio Compression
- Downtown Campus ESL - PowerPoint and graphics
- Physical Education – Calendaring and scheduling facilities using GroupWise

Development Projects

- Completed revision and expansion of TLC website to include resources specifically geared to instructors, webmasters, an FAQ section, site map, workshop handouts, educational technology resources, a Faculty Showcase, information about using WebCT at CCSF to enhance courses, <http://www.ccsf.edu/tlc>. We hope CCSF faculty and staff will come to

rely on the TLC website for information about education technology happening here on campus.

- Creation of online SPAM information presentation to inform and protect faculty.
- Initiation and work on creation of multimedia online orientation for new users of CCSF computers and new users of CCSF email (to be finished in Fall, 2004).
- Ongoing work by TLC with Luis Muniz-Maya of ITS/Help Desk to administrate faculty websites created with Contribute produced through the Web Template pilot project.

Other Services

- Support for all Technology-related Flex presentations
- Open lab with lab aides/tutorials
- Support for Help Desk
- Departmental Assistance on Web sites
- Limited equipment checkout and support [projector, screen, laptops, camera] (Help Desk)
- General information, assistance, and training planning for departments and individuals
- VTC Online Training
- Administration of applications for grant funding for attendees of @ONE's June Hands-On Institute.
- Organize, offer technology workshops for classified FLEX day.

Current Projects

- Faculty Template Project
 - Work with TMI to develop pilot project for faculty to develop an instructional website.
 - Work closely with the Help Desk staff and CCSF webmaster to implement execution of the project.
 - The TLC will be responsible for administering, training participants, a survey, and completion of project.
 - Includes development and testing of templates, testing of Contribute software and training modules and creation of a survey for both faculty and students at the end of the pilot semester.
- Custom training for departments, and instructors.
- Department Technology Grants
- Increase publicity (We arranged to attend new employee and new faculty orientations, address Academic Senate, get more articles/announcements in City Currents, and created a brochure to be distributed to new faculty and staff)
- Plan WebCT training and support for CCSF instructors wishing to enhance their courses with technology using the WebCT course management tool (beginning Summer, 2004)

Projects currently on-hold

- Develop a departmental web planning program to complement previously offered 15-hour Web-creation workshop sequence. We are currently piloting faculty templates and Macromedia's Contribute in hope of creating an easy-to-use option for faculty wishing to

create instructional websites. We hope that the software may prove appropriate for those maintaining departmental websites as well.

- Work with Research and Grants to investigate new sources of funding.

Evolution of Training Program

Vic Fascio and Carol Reitan evaluated the previous semester's program, and with the help of James Rogers and Luis Muniz-Maya, set an agenda for the following semester. In response to the evolving training needs, we continue to eliminate out-of date workshops, train ourselves in new applications, and develop new workshops—both in-house and with faculty hired to deliver workshops. [See attached list of Spring, 2004 Workshops.]

- Continued "generic" workshops, basics, GroupWise email, GroupWise Calendar, PowerPoint, etc.
- Continued emphasis as well on department-tailored workshop sequences. Workshops tailored to the needs of the library staff and the PE staff on the GroupWise Calendar and to the Bookstore staff on getting GroupWise email accounts are examples. Delivered training to campuses other than Phelan (Chinatown, Gough Street). It continues to be difficult to arrange sessions on campuses other than Ocean due to the heavy use of labs by classes, and limited time for non-credit instructors to attend.
- Provided departmental support by appointment for Web development.
- Expansion of the TLC website to include more and better organized resources for users of CCSF technology.
- Expansion of online training opportunities for users with higher skill sets.
 - The website expansion includes expanded online training resources, including links to handouts and tutorials by Vic Fascio, Senior Trainer,
 - as well as links to resources provided by @ONE, and the CVC, as well as other providers.
 - VTC (a professional training company with which CCSF has contracted) continues to provide high-quality professional online training for many applications.
- After the SBC Faculty Template Project gets underway and we can evaluate its success, we will include more training on how to edit the template with Contribute.
- The transition to Dreamweaver as a web-editor (works well in conjunction with Contribute for administering faculty sites) will continue as time allows. FrontPage is still supported by the TLC and Help Desk.

Due to the transition period after the roll-out and with a new Coordinator, our workshop schedule was more limited than previous semesters. Nevertheless Spring and Summer, 2004 saw a total of 51 workshops attended by a total of 407 faculty and staff.

- **44 workshops: 357 total faculty and staff**
 - Campuses served: CHNB, DTN, OCN
 - Administrators: 4
 - Faculty: 302
 - Classified: 51
- 6 Department Block Grants [approximately 3-10 hours per grant]

These were supplemented by the week-long workshops provided by @ONE on the CCSF Ocean campus. These statistics don't reflect the many questions we answer for drop-in visitors to the TLC as well as phone calls and emails.

The Technology Learning Center Staff

Carol Reitan, Coordinator

- Works closely with ETO director and other ETO staff to coordinate our programs
- Works closely with TLC staff to set goals, objectives and priorities for each semester and two Intersessions
- Oversees lab and training staff
- Performs TLC administrative tasks: budgeting, scheduling, assignment and payment of workshop leaders; determining equipment and software needs for both labs and office equipment with TLC staff; overseeing PO's and travel requisitions; writing reports, articles, Web site content, wide-distribution content, workshop descriptions; calendar and booklet preparation; overseeing database
- Facilitates Department Block grants: See the description of the process under Block Grants.
- Provides new employee orientation packets and presentations
- Schedules and coordinates support for technology-related Flex presentations (including Classified Flex)
- Develops and delivers workshops
- Provides Promotion and Outreach (in progress)
- Delivers TLC Flex presentations [all TLC staff involved]
- Member of the Education Technology Master Plan committee
- Member of the Teaching and Learning Technology Roundtable [TLTR]

Vic Fascio, Trainer

- Delivers workshops
- Develops new workshops. Recent examples, either completed or in the development stage, include: Contribute training for SBC funded Faculty Web Pilot Project, fifteen hour Web development program; complementary Web graphics workshops; Desktop Upgrade Orientation; more advanced training in the new system; print manager training; departmental training and more. (See Specialized Departmental Training, Development Projects and Current Projects above for details.)
- Creates and maintains written and Web materials for distribution in open lab and on TLC and Help Desk Web sites (46 now available). Subjects covered parallel and expand on Workshop topics, as well as questions raised in Help Desk calls (e.g. Configuring Netscape mail, Logging on).
- Contributes written materials to packets for new Faculty and new email users.
- Develops support materials for Departmental trainings.
- Administers users on cosmo FrontPage server
- Developed and maintains Web site to support FrontPage Web development program
- Creator of Buying a New PC Web site
- Provides pre-checkout digital camera tutorials
- Special projects:
 - Developed pilot Student Orientation Web site (now online).
 - Currently preparing online orientation for new CCSF accounts.

Carol Reitan and Vic Fascio

- Develop workshop program
- Develop departmental training programs
- Assess and recruit workshop leaders
- Help workshop leaders develop curriculum
- Provide general information, assistance and training planning for departments and individuals.

James Rogers

Luis Muniz-Maya

Although James and Luis no longer officially work for the TLC, we work so closely together and on similar projects, I feel I must include them here. They provide the first line of support for the Help Desk; they answer the incoming phone calls and open tickets for other ITS tech support personnel. They also install software and maintain the computers in the Open Lab.

- software support (Web; GroupWare; ITS supported software) (Help Desk requests for Banner, Hardware and Programming are responded to by other ITS support staff.)
- Questions concerning getting CCSF accounts for new and current employees
- training questions, which they sometimes field to Barbara Stewart or Vic Fascio
- requests for tutorials
- James Rogers proposed and executed purchase of Key-Server software that will allow CCSF to save money by purchasing concurrent licenses for software and is instrumental in helping with the selection of new software.
- James Rogers also oversaw the installation of new software and the ghosting of machines in the TLC Open Lab.
- Luis Muniz-Maya has been instrumental in setting up the administration side of the faculty web template project using Contribute, as well as tweaking the template and creating flash files to replace unwieldy graphics in the template.
- Both James and Luis are also involved in many other tasks assigned by ITS.

When they are not answering the Help Desk phone, they provide support listed below for the TLC Open Lab. During the Desktop Upgrade, James Rogers will also be responsible for deployment management. Luis Muniz-Maya will have to provide most of the TLC support.

- Recruit and Manage from 3-5 lab aides
- Answer questions for walk-in open lab users and provide ad hoc tutorials for many other faculty and staff who seek out their help
- Provide individual tutorials by appointment
- Provide ongoing support to Faculty and Staff on special projects, including the new phone system.
- Train people how to use LCD projectors and laptops, and check this equipment out
- Facilitate access to networking for laptops and equipment checkout
- Provide technical support for presentations during Flex days and for administrative presentations
- Provide PC software and hardware support in the open labs and for the TLC staff

- Help determine the hardware and software needs for the TLC and labs
- Maintain Help Desk Web site [Carol Reitan redesigned and maintains the TLC web site.]

Part-time

Sue Bettinger

Sue works for the TLC on an as-needed basis; the remainder of her time is devoted to ITS.

- Manages, maintains and schedules the R210 lab
- Maintains the Macs in the open lab
- Helps determine hardware and software needs for the R210 labs and Open Lab Macs

Student Lab Aides

The number varies from semester to semester. These lab aides are primarily supervised and trained by James Rogers and Luis Muniz-Maya. Each semester, they train new aides in the following areas:

- What software is available in the open lab
- How to provide training in the open lab for faculty and staff rather than performing tasks—drop-in assistance and tutorials by appointment
- How to provide technical support for some workshops
- One student worker provides 15 hours of clerical support (supervised by C. Reitan and V. Fascio)

Rating in Fall College Employee Survey

In fall 2002 and spring 2004 college employees were given a survey in which they were asked to rate 64 CCSF services. With 4.0 indicating Excellent, the TLC ratings were:

	2004	2002
TLC Help Desk	3.197 (17 th overall)	3.114
TLC Training	3.221 (15 th overall)	3.139

Training Priorities for 2004/05

- Continued training and support for the Desktop Upgrade
- Web Development/Support (mostly through the Faculty Web Template Project)
- Training for ITS tech support staff
- Training for faculty in tech enhanced and hybrid courses
- Department Technology grants

Immediate Concerns

The TLC has been funded by the staff development portion of the TTIP grant. This funding is no longer available. However, we have enough money to continue our operation through this fiscal year and into the Spring of 2005. All of our staff (Luis Muniz-Maya, James Rogers, Sue Bettinger, Vic Fascio), with the exception of the TLC Coordinator, is already on the ITS budget

The TTIP grant is covering:

- The TLC Coordinator
- Department Technology Grants
- 50% of cost for outside workshop leaders
- TMI student technology aides
- Office operating expenses

It is unlikely that the grant will be reinstated. We do not know whether the college will continue to support the TLC when our funds are spent.