

Technology Learning Center
Summary of Activities, Projects and Support Services
Spring - Summer, 2005 – 6/13/2005

The Technology Learning Center Staff

Carol Reitan, Coordinator
Vic Fascio, Senior Trainer

We work closely with the Help Desk staff, James Rogers and Luis Muniz-Maya on various projects. Last semester we had one student worker 7 hrs per week for clerical support. There were no student interns in the lab.

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.

- Astronomy – Tuition for faculty to attend training sponsored by the National Computational Science Institute
- Film – Apple Motion training for Special Effects instructor
- Multimedia Studies (IDST) – Two day on site Flash training for department and others from CNIT and CS given by consultant Phillip Kerman.

Workshops and Tutorials (See attached list for dates, times, frequency of workshops and tutorials given)

Basics/General

- Getting your CCSF Accounts
- Organizing your Files
- SPAM – What you can and cannot do about it

Graphics

- Art on the Web
- PhotoShop I
- PhotoShop II
- Preparing Images for the Web and PowerPoint
- Digital Pictures/Images in Documents and Presentations

GroupWise Email

- GroupWise Windows
- GroupWise Web
- GroupWise 6.5 (hands-on workshop)
- GroupWise Calendar

- GroupWise Tips and Tricks
- GroupWise 6.5 Online training modules (<http://www.ccsf.edu/gw>)

Instructional Technology

- Creating Interactive Quizzes for the Web and for WebCT with Hot Potatoes
- EasyGrade Pro for ESL Teachers
- WebCT: An Overview
- WebCT: Setting Up Your Course
- CVC produced self-paced tutorial "Introduction to Teaching with WebCT 4.0" available for all CCSF WebCT users

Library and Information Research Skills (taught by CCSF Librarians)

- Academic Integrity and Plagiarism
- Using the CCSF Library's Online Databases
- Advanced Google
- Revising your Syllabus to Incorporate Research Skills

Macintosh Workshops

- Introduction to OS X: The Basics
- Care and Feeding of your Mac
- iPhoto
- iMovie
- iPod and iTunes
- MS Suite for the Mac

Microsoft Office Applications

- Excel Basics
- Excel for ESL
- Making Better Handouts in Word
- Making Better Quizzes and Exams in Word
- PowerPoint Basics
- PowerPoint Picture Presentations
- Word Basics
- Word for ESL
- Word: Tips & Tricks
- Word: Theory and Practice (Four workshop series)

Web Development

- Dreamweaver 101
- HTML I
- HTML II
- HTML for WebCT Users
- Faculty Web Template Project using Contribute
- Contribute I
- Contribute II
- Contribute Drop-in Help Sessions
- Updating your Contribute Site

Specialized Departmental Training

- Admissions and Records – Meetings to determine dept. needs, four training sessions; GroupWise 6.5, Word, Organizing your Files
- Chinatown – GroupWise, SPAM
- Downtown Campus ESL - PowerPoint and graphics
- Mission Campus - ESL – Word and Excel for ESL

Development Projects

- Continued revision and expansion of TLC website to include resources useful to CCSF faculty and staff.
- Update online SPAM information presentation to inform and protect faculty.
- Create Banner Upgrade website to inform campus community.
- Create GroupWise Upgrade website and online training modules to inform and instruct campus community.
- Initiation and work on creation of multimedia online orientation for new users of CCSF computers and new users of CCSF email (in progress).
- 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 (lab aides discontinued due to lack of funding at this time)
- Support for Help Desk
- Departmental Assistance on Web sites
- Limited equipment checkout and support [projector, screen, laptops, camera] (Help Desk) (these services taken over by the A/V Dept. as of Summer, 2005)
- General information, assistance, and training planning for departments and individuals
- VTC Online Training
- Administration of applications for grant funding for attendees of @ONE's training sessions; Technical training, Hands-On Institute, online Microsoft courses.
- Administer new WebCT accounts for new "tech-enhanced" faculty using WebCT – previously a TMI function, the TLC has taken over this task. Limited training and support available.
- Organize, offer technology workshops for classified FLEX day.

Training Statistics

Spring and Summer, 2005 saw a total of **84** workshops attended by a total of **519** faculty, staff, and administrators.

- **84 Workshops: 519 total faculty and staff**
- Campuses served: CHNB, DTN, OCN, MISSION
- **5** Department consultations/tutorials : Admissions & Records (4), Computer Science (1) (This does not include informal sessions that are not scheduled.)
- **3** Department Block Grants [approximately 3-10 hours per grant]

- **75** faculty use the CVC produced WebCT tutorial obtained by the TLC for CCSF use.
- These were supplemented by training provided by @ONE and CVC which the TLC publicizes on our website, and on our flyers.
- These statistics don't reflect the many questions we answer for drop-in visitors to the TLC as well as phone calls and emails.

Website Statistics

In addition to hands-on training, Vic Fascio, Senior Trainer, and Carol Reitan, Coordinator have made many technology training resources and information available online for the CCSF community:

- Technology Learning Center website: **<http://www.ccsf.edu/tlc>**
- Banner Upgrade site: **http://www.ccsf.edu/banner_upgrade**
- GroupWise Upgrade site: **<http://www.ccsf.edu/gw>**
- Desktop Upgrade site **<http://www.ccsf.edu/du>**
(contains Vic Fascio's workshop handouts)

Total TLC related website "hits" June 2004- May 26, 2005: 77390

- TLC site : **56662**
- Desktop Upgrade : **14671**
- Banner Upgrade: **1476** (March – May, 05)
- GroupWise Upgrade: **4581** (March –May, 05)

Current Projects

- Faculty Template Project
 - Completion of two-semester pilot project for faculty to develop an instructional website.
 - Work closely with the Help Desk staff and CCSF webmaster to execute the project.
 - The TLC is responsible for administering, training participants, a survey, and completion of project.
 - Expansion of project involves publicity, recruitment of participants, creation of accounts, coordination with CCSF webmaster for timely creation of aliases and links from the Faculty Directory.
 - We hope to focus on getting individual departments to work with us to identify and train groups of faculty in order to expand the Contribute project.
- Custom training for departments, and instructors.
- Department Technology Grants
- Increased publicity of TLC offerings through presenting at the new employee orientation, visiting the Chancellor's Cabinet, the Deans meeting, publishing in City Currents, providing TLC brochures for distribution to new faculty by Human Resources.
- Plan, deliver WebCT training and support for CCSF instructors wishing to enhance their courses with technology using the WebCT course management tool.

Projects currently on-hold

- Develop a departmental web planning program to complement previously offered 15-hour Web-creation workshop sequence. We are currently expanding our project using 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 evaluate 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, 2005 Workshops.]

- **Continued basics workshops**, CCSF accounts, GroupWise email, GroupWise Calendar, PowerPoint, etc.
- **Continued emphasis on department-tailored workshop sequences.** This semester's workshops tailored to the needs of Admissions and Records are examples. We have found that working with departments increases our effectiveness and makes better use of our time, especially after midterms when attendance at drop-in workshops tends to fall.
- Continued departmental support by appointment for Web development. **We would like to develop a more coherent system for the creation and maintenance of department sites, perhaps using Contribute.**
- **Continued expansion of the TLC website** to include more and better organized resources for users of CCSF technology.
- **Created websites for Banner and GroupWise Upgrades** containing training materials that users may access 24/7 to assist ITS in getting out the word about IT projects effecting the CCSF community.
- **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.
- **Expansion of Contribute project** with four days of two 2.5 hr. training sessions for a total of 46 new Contribute users bring our total number of users to about 100 sites.

We are finding higher interest in producing a functional online presence using applications that do not require high end skills – such as Contribute and WebCT.

Plans for the Future

Training Priorities for 2005/06

- Increase department specific training – This seems the best way to reach faculty and meet the actual needs of the department members.
- Web Development/Support through the Faculty Web Template/Contribute Project

- WebCT training for faculty in tech enhanced courses
- Department Technology grants
- Continued training for ITS tech support staff
- Take the first steps in creating a new program for the maintenance and creation of Department websites using Contribute.

Immediate Concerns

Lack of funding:

- Need student aides in the drop-in lab
- Need more tech support for the Faculty Web Template Project (more of Muniz-Maya's time)

Wish List for the Future

Greater Support for "Tech-enhanced" faculty and Departments

- Faculty have the need for some support to create web-based learning objects (to be used with WebCT or on faculty web space) using sound, video, animation, etc, but do not have the time or expertise to do so. Although the instructors of online courses have some of this type of support, the "tech-enhanced" group does not have the same access, as support is limited. We need to work with TMI to obtain additional student worker hours or a multimedia expert to work with us and the onliners (perhaps through Audio/Visual) to meet this need.