

Annual Report from the Technology Learning Center: Providing Professional Development Technology Training August 1999

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I. Background [The Three Year Plan]

In March 1998, a working group of the TLTR created a three-year plan for professional development technology training at City College of San Francisco. This three year plan, a newly developed detail plan for the Education Technology Master Plan, served as the framework and guideline for the proposal for a Technology Human Resources Fund Grant from the State Chancellor's Office. [See attached Three-Year Plan.]

II. Objectives

The objectives of City College's Staff Development in the Use of Technology Plan are:

A. TLC Staff and Office

Establish a Technology Learning Center, which will coordinate workshops and classes for staff development with hardware, software, and technical support.

B. Training

General Objectives

- Establish a progressive series of workshops, seminars, and classes, using a variety of delivery systems geared toward varying skill levels; provide faculty and staff with opportunities to attend outside conferences and institutes to address specific technical needs.
- Establish a stable source of funding for ongoing staff education and development in technology while pursuing funding available through grant opportunities and public-private partnerships.
- Provide assistance for faculty integrating technology into the curriculum.

Specific Objectives

- 120 non-users will be trained to Level 1 proficiency
- 538 hours of training workshops will be provided within the college academic year
- 120 hours of training will be provided during intersession
- 240 employees will achieve level 3 proficiency

Level 1: Use of E-mail, Intro to the WWW, Basic Word Processing and Spreadsheets, Basic Understanding of Computers

Level 2: [Advanced] skills in the Internet, Electronic Databases, Word Processing, Spreadsheets, Presentation Software, Web Design, Desktop Publishing.

Level 3: Multimedia Authoring, Programming

III. Achievements

[See the attached Technology Professional Development Training Program.]

A. TLC Staff, Labs and Help Desk

With the Technology Human Resources Fund from the State Chancellor's office and the ITS budget, we have established a Technology Learning Center [TLC] which coordinates workshops and classes for staff development with hardware, software, and technical support.

Staff

- TLC Coordinator [80% release paid for by the THRF grant]
- TLC Trainer/Lab Manager—duties split between training and hardware/software ordering, installation, troubleshooting and maintenance [full-time, paid for by the ITS department]
- Technical Support—provides TLC lab support and Phelan campus MAC support [full-time, paid for by the ITS department]
- Help Desk Coordinator—developing and maintaining the Help Desk; managing lab aides; providing support for lab users [currently at 35 hours per week, paid for by the THRF grant]
- Administrative Analyst—manages the budget and all fiscal/statistical information [currently at 35 hours per week, paid for by the THRF grant]
- Student Interns and Lab Aides x 3-5 dependent upon student pool [1 paid for by ITS, 3 paid by the THRF grant, 1-2 made available through the Student Intern Program]

Labs

- With one-time Block Grants funds, we were able to upgrade most of the TLC computers and to purchase additional equipment and software needed to offer workshops.
- We standardized the software and desktops of training room PC's.
- We expanded our software offerings and the number of workstations in the lab.
- We upgraded our MACs and PCs, and replaced an old scanner. We also added an LCD projector and a laser printer in the Mac area.

TLC Web Site

We developed an extensive web site that includes our training booklet, calendar, program-at-a-glance, online registration and helpful links for online training at <http://www.ccsf.cc.ca.us/tlc>

Help Desk

We filled the position of Help Desk Coordinator and established an online help desk at <http://www.ccsf.cc.ca.us/helpdesk/>. While the site is still in the developmental stage, it currently includes forms to submit problems and requests; handouts from the TLC and tutorials.

The Help Desk Coordinator also provides one-on-one assistance in areas such as: password changes, e-mail, class lists, software, scanning, Unix, web pages, and PowerPoint.

B. Training

- We established a progressive series of workshops, seminars, classes, using a variety of delivery systems geared toward varying skill levels; and provided faculty and staff opportunities to attend outside conferences and institutes to address specific technical needs.
- As a result of equipment upgrades, we were able to add workshops on the Mac platform in the areas of Office, Graphics and Web Development.
- After reviewing other technology training programs, the TLC revised the previous workshop program slightly to clarify the program choices for participants. The program features include:
 - Proficiency levels: Getting Started, Basic Skills, Intermediate Skills, Experienced Intermediate, Advanced
 - Content Areas: Getting Started, The Internet, The Office, Graphic Design & Production, Instructional Technology.
- The TLC and the Oversight Committee awarded \$20,000 in department grants for individual and multi-department groups to organize technology training to meet their specific needs.

C. Workshop Offerings [Spring 98, Fall 1998, Intersession 99, Spring 99 and Summer 99]

We offered a total of 169 workshop sessions, approximately 428 hours of training.

Faculty and Staff Affected

- 899 employees took TLC workshops.
- Of this number, approximately 85% were faculty, 15% were staff, and less than 1% were administrators.

- A total of 44 departments were represented, with the largest number of participants coming from the ESL Dept, then Counseling, Business, EOPS, and English.
- The average workshop cost per attendee was \$27.55

Responses from Evaluations

In our Spring 1999 evaluation group, the participants responded accordingly:

- 88% felt that the information presented was very useful while 11% responded that it was **useful**.
- 78% responded that the workshop was **excellent**. 20% responded that it was **good**.
- To the question “how likely is it that you will modify the way you teach or do your job because of today’s workshop?” 38% responded **very likely** and 48% responded **likely**, a combined total of 86%.

D. Other Training and Support

- The TLC paid for an additional 165 employees to attend computer-training workshops at the NC5 conference at \$30 each.
- 750 employees signed in and used the Faculty/Staff lab and an additional 155 reserved computers in the lab for demonstrations, presentations, or personal use. The TLC staff and lab aides provided daily support and answered questions for many of the lab users.

Total number of employees who received training 1064
[including the NC5 workshops]

Approximate number of employees who used the lab 905
[not all users sign-in]

IV. Additional Issues

A. End of the Title III Grant

The winding-down of Title III and the development of the ETO will have an impact of the TLC in the coming year. We will meet with the Title III staff regularly to determine how the infrastructure they have developed to support faculty use of technology can remain intact. This is a complex issue that is connected to the progress of both the ETO and other support for Educational Technology. The TLC serves both faculty and staff and cannot in its present form and current location replace Title III.

During the 1999-00 year, the Title III Instructional Designer will be teaching additional workshops for the TLC, and the Title III staff is also producing a CD-ROM on instructional design for use in the TLC.

B. Institutional Planning

While CCSF is in the process of installing a backbone and rewiring buildings, we hope to rewire part of our faculty lab in order to provide more flexibility in configuring our lab space.

If the TLC is expected to absorb Title III staff and even temporarily manage the support it provides faculty, we will need additional space.

V. Some 1999-2000 Objectives

- The TLC will make a special effort to provide workshops, handouts and online information on topics that have a clear and practical use, e.g., downloading class lists for faculty and honing office software skills for classified staff.
- Use outreach strategies that target specific user groups.
- Provide additional web training for the TLC staff, including lab aides.
- Bring some workshop leaders into the schedule planning process.
- Improve lab aide intake, training and retention
- Use lab aides as part of the Help Desk as well as for TLC user support.
- Create online freeware downloads, and expand online handouts.
- Develop a call tracking system to determine what areas of support we want to develop.

VI. Summary

We face a number of challenges in the coming year centering on keeping pace with rapid changes in technology while at the same time attempting to bridge the gap between the end of Title III and implementation of the ETO. In the coming year we will continue to monitor the institutional plans for technology so we are able to provide relevant support. The infrastructure has been put in place and we now have a fully functioning TLC to help meet that challenge.