

# Technology Learning Center Annual Report – 2008-2009

June 4, 2009

## Overview

The TLC serves the ETO in various capacities. Training is our primary mission. But recently, because of big transitions taking place at CCSF (from WebCT to Moodle, from Dreamweaver and Contribute to Day Communiqué), the TLC has been asked to use our expertise in new ways. During this time of change, we have become more involved with the process of these transitions – offering the perspective of those who know both the needs of our users and the benefits as well as the limits of the technology. Both the Coordinator and Senior Trainer have worked as instructors in higher education and know well the needs of educators and staff.

We have lent our expertise to the TMI, working with them on the Moodle instance – attending planning meetings, offering workshops for new developers, facilitating the purchase of software, developing and offering an online course for “techenhanced” Moodle users.

At the end of Fall 2008, we became involved with ITS and the new CCSF website/content management system project, ostensibly around the training component, but have been involved in policy meetings, developing processes, and troubleshooting and testing the new software. Our Senior Trainer has been reviewing and perfecting the users’ guides for the new system, and advising the vendors on file naming conventions that make sense for our institution. He will be developing a training program for the system during summer, 2009.

We’ve been involved with the working group assigned to working on the integration of Google Apps with the new student email, and in developing training and reference materials for the newest version of GroupWise (v.7).

## 1) Training:

The TLC offers training in a variety of modes in order to meet the needs of the greatest number of CCSF employees.

- Hands-on open workshops
- Custom workshops for individual departments or groups
- Online resources (tutorials, handouts, links)
- One-on-one tutorials
- Drop-in sessions for common applications
- Disseminate training information from outside sources, such as @ONE, and VTC.

We keep abreast of new developments here at CCSF and in educational technology in general and strive to offer relevant and practical topics for educators and staff hoping to enhance their courses or work more efficiently.

Attachments:

- i) List of workshops – Fall 2008 & Spring 2009
- ii) Workshop Stats
- iii) Web Stats

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- a) **Hands-On Workshops:** In 2008-2009, much TLC time was spent with other tasks needed by the ETO and ITS.
  - i) **Total Open Workshops Offered: 97**
  - ii) **Custom Workshops Offered: 5 (serving 2 Depts)**
  - iii) **New Workshops Developed and/or Offered in 08-09:**  
GroupWise web and windows v.7 with online resources, a workshop for resizing images for the new CMS/website , Google Apps and iGoogle, easy to use free web 2.0 programs, del.icio.us, blogging. Overview of Moodle for new online developers. A new PhotoShop series on Saturdays in March was offered.
- b) **Custom Workshops:**
  - i) **Number of Custom Sessions Offered: 5**
  - ii) **Departments Served: Counseling, Gough Street**
- c) **One-on-one tutorials – 74 hours, serving 41 Depts.**
- d) **Online Resources –** In an effort to provide 24/7 support, the TLC:
  - i) **continues to create online tutorials** when possible and appropriate,  
(1) New for 2008-2009: GroupWise v. 7
  - ii) **provides online versions of workshop handouts,**
  - iii) **researches and links to appropriate online resources**
  - iv) continued to promote the **VTC online tutorials**
  - 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 (see attachment for web stats).
    - (1) <http://www.ccsf.edu/tlc> – TLC website – includes information for the new website
    - (2) <http://www.ccsf.edu/techdocs> – Computer Orientation for New Faculty – Network login, GroupWise
    - (3) <http://www.ccsf.edu/vfascio> – Information, tutorials, handouts on applications taught in the TLC
    - (4) <http://fog.ccsf.edu/contrib> – Contribute project support site. Contains handouts, tutorials, examples, and more.
    - (5) [http://www.ccsf.edu/banner\\_upgrade](http://www.ccsf.edu/banner_upgrade) – Banner Upgrade information
    - (6) <http://www.ccsf.edu/upgrade> – GroupWise upgrade information
    - (7) <http://www.ccsf.edu/dui> – Additional GroupWise documentation
    - (8) <http://www.ccsf.edu/ITS> – Information Technology Services website

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## 2) ETO Support Tasks

### a) Moodle Migration

- i) Worked with TMI to support Moodle migration:
  - (1) Coordinator offered orientation to new developers in Moodle
  - (2) Attended migration training
  - (3) Set up "sandbox" course for TLC lab aides to learn Moodle so they can assist faculty
  - (4) Developed and offered online course for "techenhanced" faculty migrating to Moodle
  - (5) Maintained web page with information for "techenhanced" faculty interested in Moodle and the migration
  - (6) Attended weekly meetings with Moodle hosting vendor to keep up with progress of enrollment database and other Moodle features.
  - (7) Worked with TMI to get Wimba voice tool integration to Moodle
  - (8) Coordinator participated in Wimba beta testing of new Wimba tools for Moodle
  - (9) Created online form for intake of Moodle migrators for training
  - (10) Hired and scheduled trainer for techenhanced faculty doing the migration
  - (11) Conducted small pilot for use of Moodle by EMT faculty
  - (12) TLC Coordinator offers workshops on Wimba and Hot Potatoes for techenhanced and online faculty during summer intersession.
  - (13) Facilitated TMI assistance for nursing faculty using Moodle
  - (14) Coordinator migrated all content to Moodle from WebCT and offered her online course (with other first wave onliners) in Moodle to become familiar with the new tool.
  - (15) Coordinator assisted Instructional Designer in migrating content of online classes in advance of migration training.

**b) CCSF Technology Plan:** Assisted ETO and TMI with final versions of plan.

### c) 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.

## 3) Open Lab for Faculty/Staff

**a) Maintain Lab for Faculty/Staff in Batmale 313, and 422 Annex.**

**b) Hire and Train student lab aides** to maintain labs and assist faculty.

**c) Handle software maintenance** contracts for software in the Lab.

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**d) Purchase new hardware as needed: in 2008-2009:** back up hard drive for lab aide machine, flash drives, and small external harddrives for installation of large applications, webcams.

**4) 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 the new content management system. No new workshops will be offered at this time, although since the new website is not yet ready to house instructional websites, our online tutorials and student lab aides can assist new faculty in setting up an instructional website using Contribute and the CCSF templates.

**5) Promotion of Services** – The TLC promotes its programs using the available venues at CCSF:

- a) Websites (see section 1.d.vi. for complete list)
- b) TLC-Training listserv,
- c) Wide Distribution Email,
- d) City Currents.

**6) Support for ITS Department**

**a) Maintain ITS website**

**b) Support ITS initiatives:**

- i) **New Website Project:** TLC staff became involved in the new CCSF website/cms project towards the end of Fall, 2008.
  - (1) Attended weekly meetings with vendor to assist with vendor training plans
  - (2) Arranged 3 training series with Earthbound Media Group:
    - (a) CCSF “super users”
    - (b) CCSF regular users: Overview of system/ How to optimize content (almost 100 participants)
    - (c) CCSF regular users: 9 Hands-on sessions with over 110 participants
  - (3) Arranged 1 training day for “super users” with Day Communiqué.
  - (4) Work with vendor to edit user guides
  - (5) Work with vendor on image naming conventions
  - (6) Work with vendor to set permissions for users
  - (7) Work with vendor to create accounts for users
  - (8) Work with ITS to determine policies for creating accounts
  - (9) Organize Fall 2009 training plan
  - (10) Hire presenters for CMS training in Fall 2009 (in absence of TLC Coordinator for sabbatical)
  - (11) Senior Trainer will develop training curriculum during summer 2009, to be delivered Fall 2009- Spring 2010.

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- ii) **New GroupWise (v.7) training** [workshop and online resources]
  - iii) **Coordinator and Trainer** participate in Google Apps working group
- 7) Department Block Grant Program** – Discontinued again 08-09 due to lack of funding.
- 8) Other Activities**
- a) Give regular reports/presentations to the TLTR shared governance committee.
  - b) TLC Coordinator serves as TLTR minutes secretary.
  - c) Expansion of online training resources; websites, online video tutorials (Vic Fascio).
  - d) Hire, supervise, and train student interns
  - e) Present at New Employee Orientation presentation and FLEX days.
- 9) 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) Vic Fascio:
    - i) More about Moodle (through @ONE)
    - ii) Day Author training for CQ5
    - iii) EMG Super user training
    - iv) EMG regular user training
    - v) Moodle migration training
  - b) Carol Reitan
    - i) Day Author training for CQ5
    - ii) EMG Super user training
    - iii) EMG regular user training
    - iv) Moodle migration training
- 10) Service to the College**
- a) Committees: Carol Reitan: Friends of the CCSF Library, TLTR (minutes secretary);
  - b) Vic Fascio attends relevant TLTR meetings.
  - c) TLC participates in the New Employee Orientation each fall to inform new faculty and staff of TLC services available to them.
  - d) TLC offers a FLEX workshop each semester.

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## 11) 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.

### 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 consistent funding for student interns to help faculty, install software, and assist the Help Desk with various tasks are a priority.
- iii) Need budget for software, software maintenance, and equipment. TLC equipment is older and should be upgraded to allow faculty to use modern equipment.

## 12) TLC Staff:

- a) Carol Reitan – Coordinator
- b) Vic Fascio – Senior Trainer

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