

**Technology Learning Center**  
**Summary of Activities, Projects and Support Services**  
**Fall, 2004 -3/01/05**

## **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 – Presenting Data and Information (Edward Tufte Seminar)
- TLC – GroupWise 6.5 Training (with Human Resources) to take place in January, 2005.

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

- Basic Skills
- Email
- Instructional Technology – WebCT and Hot Potatoes (Quiz generator)
- Web Development – HTML, Dreamweaver, and Contribute
- MSOffice Applications
- Graphics
- Course Management Tool - WebCT Overview & Setting Up Your Course
- Calendaring using GroupWise
- Macintosh workshops – Basics, MS Suite for the Mac, iPhoto, PowerPoint on the Mac
- SPAM and Spyware Information
- Overview of TLC services for Faculty and Staff (Classified FLEX)
- EasyGrade Pro – a grading program adopted by the ESL Dept.

### **Specialized Departmental Training**

- Chinatown – Basic Skills and ESL (2 visits with workshops)
- Downtown Campus ESL - PowerPoint and graphics
- Mentoring and Service Learning – Web Development- update existing site (Dreamweaver)
- Southeast Campus – Visits to Library and individual instructors
- Writing Success Project – Calendar
- Health Science – Preliminary visit and preparation of digital camera session for dept.
- Admissions and Records – Initial contact for Spring, 2005 training

### **Development Projects**

- Continued expansion of TLC website to include resources specifically geared to WebCT users, Contribute Pilots and Mentees, <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 Barracuda SPAM filter information and print handouts to inform faculty.
- Continuation of work on creation of multimedia online orientation for new users of CCSF computers and new users of CCSF email. (Last years' product had to be discontinued due to an upcoming change in the version of GroupWise.)
- Continue to work with TMI to expand "techenhanced" use of WebCT.

- 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**

- Work with FLEX office to schedule rooms and equipment for FLEX events using computer technology.
- 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 training sessions.
- Organize, offer technology workshops for classified FLEX day.
- Publicize TLC and other training opportunities (CVC and @ONE) through email lists, TLC website, print (flyers and City Currents).
- Administer grant program for @ONE Winter Institute.

### **Current Projects**

- **Faculty Template Project**
  - Work with Help Desk staff to administer and execute training program for the Faculty Web Template Project. This includes trouble-shooting, setting up accounts, installing software, and training Contribute users.
  - Purchase support contract.
  - Train pilot participants and start mentee training.
  - Create and distribute the survey of Pilot Participants.
  - Plan possible expansion of the project for June, 2005.
- **Custom training** for departments, and instructors.
- **Department Technology Grants**
- **Outreach** – City Currents articles, distributed brochure to various campuses and to HR for distribution to new faculty, email and web publicity. TLC Coordinator appeared at Faculty Senate.
- **WebCT for “Techenhanced” Courses**
  - Plan WebCT techenhanced training and support
  - Includes initial orientation, online training, communicating with TMI to set up accounts, adding new WebCT instructors to the “techenhanced” listserver, and informing users about training at @ONE, CVC, and CCSF.
  - Arranged with CVC4 to house a WebCT self-paced tutorial on the CCSF WebCT server for convenient access by CCSF faculty.
- **New workshops** on Dreamweaver and Hot Potatoes (a web-based quiz generator) for instructors wishing to create materials for the web or for WebCT, as well as “WebCT: Setting up Your Course”.
- **Work with FLEX office to streamline room reservations** for presentations requiring technology.
  - TLC worked with Help Desk to modify equipment request form for FLEX presenters.
  - TLC provided list of presentation rooms and contacts to FLEX office.

## Projects currently on-hold

- Work with Research and Grants to investigate new sources of funding.
- Work with Multimedia Studies Department and Communications Committee and other ETO Departments to develop template for departmental websites to be used with Contribute.

## Evolution of Training Program

Each semester 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 (this year: WebCT, new version of Illustrator, Captivate, Camtasia, Impatica, and more) and develop new workshops—both in-house and with faculty hired to deliver workshops. New workshops this year include: Introduction to Dreamweaver, Creating Interactive Quizzes for the Web with Hot Potatoes, and WebCT: Setting up Your Course". [See attached list Fall, 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 Ocean (**Chinatown, Alemany, Southeast Campus**). 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. At Southeast, we tried appointments with one or two faculty/staff at a time, which worked well.
- Provided departmental support by appointment for website development.
- Continued expansion of the TLC website to include more and better organized resources for users of CCSF technology, including periodic announcements of IT issues (e.g. Barracuda Spam filter info.)
- 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.
- Current plans include expanding the Contribute workshops to a 4-workshop series that can be delivered during the semester and during the intersession periods.
- The transition to Dreamweaver as a web-editor (works well in conjunction with Contribute for administering faculty sites) has begun. FrontPage is still supported by the TLC and Help Desk.

## Workshops

Fall 2004 saw a total of **65 workshops**:

Campuses served: CHNB, Alemany, Southeast

- Administrators: 0
- Faculty: 228
- Classified: 59

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

### **Staff Development**

It is important that the TLC faculty and staff continue to upgrade skills in this fast-moving field.

- During Fall, 2004, Carol Reitan completed two online courses delivered by CVC4: "Introduction to teaching with WebCT 4.0", and "Beginning Dreamweaver for Instructional Web Development".
- Vic Fascio attended professional Dreamweaver training at CIBER to help facilitate adoption of Dreamweaver for CCSF web development.
- Vic Fascio and Carol Reitan attended the day-long @ONE Fall training day (Sept. 3, 2004) at Evergreen College. They attended "PowerPoint for Educators" and "Web Enhanced Education" respectively.
- Fascio and Reitan also attended the 5-day June, 2004 @ONE workshop on digital photography.

### **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
- Maintains the TLC Website (<http://www.ccsf.edu/tlc> ). Works with TLC and ITS staff to prepare content.
- 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.
- Schedules the R210 Training Lab.
- 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].
- Faculty Co-Chair 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, Web graphics workshops; advanced GroupWise topics; sessions to educate faculty on staff of the dangers of SPAM, viruses, and Spyware; departmental training, and more. (See Specialized Departmental Training, Development Projects and Current Projects above for details.)
- Creates and maintains print and web materials for distribution in open lab and on TLC and Help Desk Web sites. Subjects covered parallel and expand on workshop topics, as well as questions raised in Help Desk calls.
- Contributes written materials to packets for new faculty and new email users.
- Develops support materials for Departmental trainings.
- Assists Luis Muniz-Maya in administering the Contribute accounts.
- Works with Help Desk staff on routine daily maintenance of Open Lab for Faculty and Staff.
- Created and maintains database for training statistics.
- Provides pre-checkout digital camera tutorials.
- Special projects:
  - Online orientation for new CCSF accounts (in progress).
  - Creating training sequence and materials (print and web-based) for Contribute as part of the Faculty Web Template Project
  - Training materials (print and web-based) for Barracuda Spam filter.
  - Development of Spam and Spyware education site and workshop sessions for CCSF email users. (<http://www.ccsf.edu/vfascio/spampage.htm>)

*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 – Help Desk*

*Luis Muniz-Maya – Help Desk*

Although Rogers and Muniz-Maya no longer officially work for the TLC, they work so closely with this office, that they must be included 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 provide valuable information on the training needs of CCSF employees. 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 Carol Reitan or Vic Fascio.

- Requests for tutorials
- James Rogers has taken on extra duties at the Help Desk to allow Luis Muniz-Maya more time to work on the Faculty Web Template Project.
- James Rogers is overseeing the temporary relocation of the TLC Open Lab to Batmale 422 in Spring 2005. The move is necessary to accommodate construction in the ICL-1 Student Lab.
- Luis Muniz-Maya has been instrumental in administering accounts for the faculty web template project using Contribute, as well as trouble-shooting problems and serving as the contact for our support contract.
- 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.

- 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.
- 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

### **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 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 7.5 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 <sup>th</sup> overall)	3.114
TLC Training	3.221 (15 <sup>th</sup> overall)	3.139

### Priorities for Spring 2005

- Continued training and support for Faculty Web Template Project
- Continued outreach to departments and campuses for custom training
- Web Development/Support –Dreamweaver and expansion of the Faculty Web Template Project
- Training for ITS tech support staff
- Training for faculty in tech enhanced courses using WebCT
- Department Technology grants
- Plan expansion of Faculty Web Template Project
- Work with ITS staff on upgrade to GroupWise 6.5 (provide training and materials, web and print).
- Move of Open Lab to Batmale 422 to accommodate remodeling of ICL-1.
- Gather and analyze data for Program Review (due Fall, 2005)

### 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.
- Luis Muniz-May is an integral part of our Faculty Web Template Project (server and account administrator). Currently he is allotted only 12/hrs per week for the project. Expansion of the project depends on Luis' availability.
- The TLC receives some clerical support from ITS and from a student working 7.5 hrs. Ideally, the ETO should have a full-time clerical support person that could be shared by both the TLC and the TMI.