

Technology Learning Center

Summary of Activities, Projects and Support Services

2001/02

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.

- Learning Assistance Center: administering PLATO software
- Chemistry: analytical uses of capillary electrophoresis for instructors of Chemistry 101A and B, Chemistry 212A and B, and Chemistry 65C.
- CIS: Implementing MS Windows 2000 and XP; Oracle Training; CISCO
- Technology Mediated Instruction: WebCT training for technical support staff and online instructors
- Film: training in Final Cut Pro, Film Logic, and DVD Studio Pro for the Film Department faculty and technical support staff
- Student Health Services: training for Implementing MedPro.
- Curriculum/Tenure Review: training in Quark Xpress
- ESL: Calibrated Peer Review. Post-training, the TLC provided support for Lia Smith, ESL Instructor, to develop and implement CPR in the new ESL lab.
- *Architecture: training of faculty to develop and implement Form Z into a new CAD course as well as to integrate this instructional/design tool into existing courses.
- *Theater Arts: software training to develop multimedia theater programs and use new entertainment technology
- *Consumer Arts and Sciences: Flat Pattern Design Computer Training
- *Physical Education: training in computer software for the Fitness Center
- *Counseling: SARS training. Since receiving training through a block grant, Lindy McKnight and Patty Chong-Delong offer training each semester.
- *Business: purchase of VTC self-paced CD ROM tutorials, and subsequent support workshop training

*Indicates prior to 2001. They are included to provide a broad picture of the kind of department training these grants provide. However the rest of this report covers the activities of 2001-02.

Workshops and Tutorials

- Basic Skills
- Email
- Web Development
- Office Applications
- Graphics
- Instructional Technology

Specialized Departmental Training

- Registration [training in basic technology skills and special needs]
- 33 Gough Street, one day/week for one semester [training in basic skills and business applications]
- Student Health [basic skills preparation for Med-Pro Training]

Development Projects

- Matriculation [development of online student orientation Web site]
- Technology Mediated Instruction [co-authored online course for faculty who are developing online courses]
- Assisted with development and implementation of Calibrated Peer Review for the new ESL lab.

Other Services

- Scheduling and Support for all Technology-related Flex presentations
- Open lab with lab aides/tutorials
- Funding for Banner training
- Funding for ITS training
- Support for Help Desk
- Departmental Assistance on Web sites
- Limited equipment checkout and support [projector, screen, laptops, camera]
- Funding for Technology-related conferences
- General information, assistance, and training planning for departments and individuals
- VTC Online Training

Current Projects

- Desktop Upgrade (DU) Training and Web Site
 - Training modules developed for online and face-to-face delivery. Modifications and changes are being made on a daily basis as ITS develops and troubleshoots hardware/software/network standards.
 - A Desktop Upgrade Web site is available. It includes training materials; schedules; forms; FAQ's; Resources and new information.
 - Three-hour face-to-face orientations for all employees will be ongoing through Spring 2003.
- Support for DU deployment
- Block Grants

Projects currently on-hold

- Redesign TLC Web site
- Develop a departmental Web planning program to complement existing 15-hour Web-creation workshop sequence

- Collaborate with Technology Mediated Instruction to develop faculty training for tech-enhanced and hybrid courses
- Work with Research and Grants to investigate new sources of funding
- Develop Tegrity training modules

Rationale for Program Changes

Each semester Vic Fascio and Barbara Stewart 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 over the last few years, we have regularly eliminated out-of-date workshops, trained ourselves in new applications, and developed new workshops—both in-house and with faculty hired to deliver workshops. [See attached overview of workshops we have offered at various times.] Changes we have made include:

- Shifted emphasis from open workshops on basic skills to department-tailored workshop sequences. We reduced the number of scheduled generic basic skills workshops in order to work with department managers who requested training tailored to meet specific needs, delivered at times when staff could be released to attend as a group. [The involvement of managers in the training process is very important.]
- Delivered training to campuses other than Phelan
- Made the transition from HTML and Netscape Composer to FrontPage. Piloted a comprehensive 15 hour workshop on Saturdays during the semester. Offered the same sequence during the last Intersession. This program includes: content; CCSF Web policies; site and page design; site creation; accessibility; maintenance; post-program support.
- Changed the emphasis in generic scheduled workshops from office applications basic skills and Pine Email to Web Development/Web email/Graphics/PowerPoint and provided more basics directly to departments
- Provided more departmental support by appointment for Web development
- Switched from a once-a-semester program schedule to a once a month flyer and Web calendar for flexibility and more timely reminders to faculty/staff
- Currently adding orientation and training for all aspects of new DU system

There may be a misconception that the sparser published calendar translated to fewer training opportunities for CCSF faculty/staff. However, during 2001/02 (9/01 to 6/02) we provided approximately:

- 109 workshops
- 47 lab aide tutorials, at an average of 87 minutes per session
- 216 Help Desk staff tutorials (represents approximately 30% of their calls)
- 15 departments provided with extended tutorials in Web design
- 6 Department Block Grants [approximately 3-10 hours per grant]

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

The Technology Learning Center Staff

Barbara Stewart, 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
- Facilitates technology-related conference/travel/non-local training
- Schedules and coordinates support for technology-related Flex presentations (including Classified Flex)
- Develops and delivers workshops
- Provides Promotion and Outreach (currently limited because we have so many unsolicited requests)
- 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]
- Member of ESL Technology Committee

Vic Fascio, Trainer

- Delivers workshops
- Develops new workshops. Recent examples, either completed or in the development stage, include: 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
- Created and maintains Buying a New PC Web site
- Provides pre-checkout digital camera tutorials

- Special projects: Developed pilot Student Orientation Web site (now online).

Barbara Stewart 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

James and Luis 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. The current plan is to have the Help Desk phone initially answered in ITS, with James and Luis responding to tickets for the following areas:

- software support (Web; GroupWare; ITS supported software) (Help Desk requests for Banner, Hardware and Programming are responded to by other ITS support staff.)
- Desktop Upgrade questions
- training questions, which they sometimes field to Barbara Stewart or Vic Fascio
- requests for tutorials

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. Extensive help was provided for the following departmental Web sites during the last year:
 - Study Abroad
 - Purchasing
 - Scholarships
 - Staff Development
 - Extended Opportunity Programs and Services (EOPS)
 - DSPS
 - International Students Programs
 - Finance and Administration (Peter Goldstein/Toni Lee)
 - Older Adult Work Programs

- o Gay Lesbian Bisexual Studies
 - o Admin Services Contract Administration SLBE
 - o School of Behavioral and Social Sciences
 - o Fire Sciences
- 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 [Barbara Stewart will redesign the main TLC Web site and assume responsibility for maintenance, but it is currently maintained by James and Luis.]

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

Need to Hire

We currently get some help from ITS clerical support on an as-needed basis; the Coordinator is now doing most of the paper management. We need one 20 hour per week clerical support to do:

- PO's
- Database
- Assignments, time-sheets, payments and curriculum files for workshop leaders and outside trainers
- Workshop schedules
- Workshop evaluations and attendance records
- Lab Aide paperwork/timesheets
- Pre-registration for workshops
- Block grant applications/payments
- TLC files

Rating in Fall College Employee Survey

In fall 2002 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:

- TLC Help Desk 3.114
- TLC Training 3.139

Training Priorities for 2003/04

- Continued training and support for the Desktop Upgrade
- Web Development/Support
- Training for ITS tech support staff
- Training for faculty in tech enhanced and hybrid courses
- Expansion of online training opportunities
- Department block grants
- Banner

Immediate Concerns

Funding

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 Fall of 2003. Some of our staff is already on the ITS budget [see 2001/02 Summary for descriptions of positions/duties.] The TTIP grant is covering:

- The TLC Coordinator
- Clerical Support Position
- Workshop Leaders
- Lab Aides
- Department Block Grants
- 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.

Staffing

- The TLC has had to rely on borrowing clerical support on an as-needed basis from ITS since April 2001. We won't be able to restart our regular training program and develop new programs post-Desktop Upgrade without getting at least a 20 hour per week position filled.

