

Technology Learning Center rollout tasks

Fall, 2002 - Fall, 2003

The TLC staff, Barbara Stewart and Vic Fascio, worked closely with the Help Desk, ITS managers and individual departments to support to all aspects of the computer rollout, Fall 2002 through Fall, 2003.

The CCSF community posed a particular training challenge: members possessed a **huge range of skill sets**—from programmers and Computer Science teachers, to instructors and staff who had never used a computer. The **training timetable** had to accommodate the varied schedules of full- and part-time faculty and the special needs of outlying campuses.

Training content

Orientation sessions involved introducing the CCSF community to:

- Methods for transferring data from old computers and email systems
- New security policies
- New hardware and software on desktops and laptops
- New operating systems on both Windows and Mac platforms
- New campus-wide networking
- The new GroupWise email and calendaring/scheduling system

Planning, scheduling and delivery

The TLC was responsible for strategic planning of training issues ranging from important larger concepts to the tiniest practical details of scheduling. The TLC's range of rollout activities included:

- Participation in preliminary and ongoing **planning meetings** on the policies and logistics of the rollout
- Planning workshop **content**
- **Scheduling and advertising** workshop sessions at **seven campuses**
- Delivering training: **133 orientations** desktop and laptop to **over 1880 Faculty and Staff**
- Working with individual departments to make training schedules convenient and content relevant
- Planning and executing **pre-registration** as well as follow-up sessions for laptop users
- Serving as **liaisons between departments and ITS staff**
- Creating over **50 support documents** in PowerPoint and Word to support and expand on training related to the rollout.¹ Topics ranged from new hardware specifications and virus-checking procedures to advanced GroupWise subjects like sharing calendars and resources
- Setting up and maintaining **the DUI website** (<http://www.ccsf.edu/dui>) designed to disseminate current rollout scheduling, policy and procedural information. Updated daily by the TLC coordinator, Barbara Stewart, the site became the **central rollout update location** for the CCSF community.

¹ Available on the DUI website: <http://www.ccsf.edu/dui>, under the Documents link.