Technology Learning Center
Summary of Activities, Projects and Support Services
July 2000- February 2004


Department Block Grants for Technology Training

- 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
- CNIT: Computer Networking and Info Tech
- 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
- Photography: training in the Fine Art Printing Workshop.
- Office of Instruction: Quark training
- ITS: Networking training
- Banner Training
- Multiple Departments: Funding for Technology Related Conferences
- All Departments: Funding for VTC online training

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]
- Language Center [web site maintenance] - ongoing
Development Projects

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

Workshops and Tutorials

1999-2000

- 750 employees received workshop training
- 2,403 employee sign-ins for open lab [Not all users sign in. Many are repeat users.]
- 150+ individual tutorials
- 1,000+ requests for help on a drop-in basis

9/01-6/02

- 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

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.

9/02-December 03, Desktop Upgrade

- 102 Desktop Upgrade Orientations [approximately 1600 faculty/staff as of 12/03]
- 31 Laptop training sessions 4/03 – 12/03 [280 faculty]
- Desktop Upgrade training took place at the following campuses:
  - Ocean
  - Alemany
  - Chinatown/North Beach
  - John Adams
  - SouthEast
  - Mission
  - Fort Mason

6/03- 12/03 – non-upgrade workshops

- 12 workshops to 95 people [85% of evaluations are excellent; 15% Good, 0% Fair or Poor]

2004 to date – non-upgrade workshops

- 16 Workshops to 211 people
- Two department training sessions in web site maintenance (Language Center)
Departmental Web Development

Extensive help was provided by the Help Desk staff in their capacity as TLC support staff 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
- Gay Lesbian Bisexual Studies
- Admin Services Contract Administration SLBE
- School of Behavioral and Social Sciences
- Fire Sciences

Other Services

- DUI website with training schedule, workshop documentation
- TLC website with training schedule, links to technology resources
- Scheduling and Support for all Technology-related Flex presentations
- Open lab with lab aides/tutorials
- Limited equipment checkout and support [projector, screen, laptops, camera]
- General information, assistance, and training planning for departments and individuals
- Support for DU deployment – including frequently updated website with documentation, forms, and training schedule for the DUI
- Block Grants

Current Projects

Spring, 2004 Development

- Work with ITS and Office of Instruction to develop system for new employee account generation and orientation.
- WebCT Overview training session for instructors interested in enhancing their courses with technology – features include: discussion board, chat, assessment tools, student presentation feature, assignment feature.
- Further outreach to campuses and departments to assess specific training needs.
- Redesign TLC Web site
- Reconstitute the pre-Upgrade workshop program:
  - Basic Skills
  - Email
Web Development  
Office Applications  
Graphics  
Instructional Technology  

Spring, 2004 Training  
- 14 workshops scheduled from Jan. 26 through March 4.  
- Website training sessions scheduled for the Foreign Languages Dept. and Language Center.  
- Co-teach WebCT Assessment Tools Training (online and face-to-face) for new teachers with TMI (March 04)  
- Chinatown Campus – Chinese New Year Training Day- 3 TLC workshops for 22 people. Workshop titles included: Laptop Activities for the ESL Classroom, GroupWise, PowerPoint. Follow-up Chinatown event is in the planning stage.  
- Downtown Campus – Two workshops planned for later in February.  

FUTURE PROJECTS  

Summer, 2004 Training  
- Advanced GroupWise Features  
- Web Development  
- Overview of WebCT Features for Technology Enhanced Teaching  
- Continued DU workshops for faculty and staff who have not yet attended.  

Summer Development  
- Online orientation to GroupWise for new employees  
- Training to implement Faculty Web Template project (Pilot)  
- New Employee Orientation for FLEX  
- Tech-enhanced course training [with TMI]  

Projects currently on-hold  
- Develop a departmental Web planning program to complement existing 15-hour Web-creation workshop sequence  
- Develop an online lab aid training program  
- Work with Research and Grants to investigate new sources of funding
Training Priorities for 2003/04

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