Technology Learning Center Annual Report - 2013-2014

October 5, 2014

Overview
The ETD remains part of the Library Information Technology, under Interim Associate Dean Christopher Kox. The Technology Learn Center, as part of the Educational Technology Department, trained

Carol Reitan left the position as the Technology Learning Center Coordinator in Spring 2013, and Nathan Steele took over in Fall 2013, organizing and running trainings related to Insight. Diana Markham also started in Fall 2013 as the Distance Learning and Teaching Specialist, working with faculty teaching online courses. The Educational Technology Department upgraded to a new version of Insight in Fall 2013, the college’s Moodle-based online learning management system. At this time, workshops were largely focused on training current users to navigate changes in the upgrade. In Spring 2014, workshops were diversified to support both new users and current users wanting to implement advanced features. Vic Fascio continued to run trainings for google and CMS until March of 2014 when he retired.

1) TLC Staff:
   A. Vic Fascio – Senior Trainer (Retired in March, 2014)
   B. Nathan Steele -- TLC Coordinator
   C. Diana Markham -- Distance Learning and Teaching Specialist
   D. Contracted Trainers:
      i. Giorgio Spano - Workshops on Voiceboard and Hot Potatoes
      ii. Korey Brunetti - Workshops on Voicethread

2) Training:
The TLC focuses primarily on training faculty to use the upgraded version of Insight (Moodle 2.4). Nathan Steele trains tech-enhanced faculty who are using Insight in a regular face-to-face classroom. Diana Markham trains and supports faculty developing and teaching an online course. Additionally, Diana supported with the Insight transition trainings in the Fall 2013. Vic Fascio supports faculty in the use of Google Apps (mail, sites, forms, calendar) and other trainings.

In addition to the typical face-to-face workshops, online training options for Insight workshops became available. In Fall 2013, Diana Markham adapted and designed an online “Transition to Insight 2” course. In Spring 2014, Nathan Steele adapted and designed an online training course for 1st time Insight users who were training directly on the upgraded system.
A. Hands-On Workshops:
   i. Total Workshops Offered: 63
   ii. Attendees: 369
   iii. Departments Served: 75
   iv. Faculty Evaluations Received: 119

   ![TLC Report 2013-2014 - Workshop Attendees]

   ![TLC Report 2013-2014 - Workshop Type]

B. Online Resources – In an effort to provide 24/7 support, the TLC provides:
   i. Online Trainings
      i. Total Online Workshops Offered: 8
      ii. Attendees: 136 (116 trainees at Transition Trainings in Fall 2013 and 20 trainees in the Spring 2014 Intro to Insight Online Trainings)
   ii. Continued development of online tutorials for students and faculty on the use of Insight/Moodle and Google Mail
iii. **Promotion of lynda.com online tutorials.** Limited access to lynda.com was advertised in 2013. In October of 2014, lynda.com will become available all CCSF employees.

iv. **An updated TLC website** with documentation and information about CCSF educational technology.
   i. Online versions of workshop handouts,
   ii. Research and links to appropriate online resources,

**C. One-on-one Appointments & Consultations**

**D. FLEX Day New Employee Orientation presentations**

### 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. Coordinator and Trainer share supervision and training of student workers. Students receive basic training in google apps, Insight, and the CMS.

C. This year, we have sufficient funding, using both LabAide and FWS funds, to cover the faculty computer lab (Batmale 313) with one student worker, Monday-Thursday 9am-4pm.

### 4) Faculty Web Sites – The TLC is no longer supporting Contribute users. All faculty are being directed to Google Sites.

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

A. TLC website

B. TLC-Training listservs (online and tech-enhanced)

C. Wide Distribution Email

D. City Currents.

### 6) CMS Website Project – TLC Trainer Vic Fascio offered CMS trainings throughout Fall 2013 and into the first months of the Spring semester. In addition to workshops, Vic offered help with the CMS through drop-in sessions and occasional phone support. In Vic’s absence, Nathan began to meet with faculty in 1-on-1 appointments. A new CMS trainer is needed.

### 7) TLC Staff Professional Development – The TLC attempts to keep up with the rapidly developing field of educational technology. Nathan Steele and Diana Markham spend lots of time troubleshooting, researching, and generally responding to the needs of faculty new features work hard to keep up with what is new so that the TLC can remain an excellent resource for CCSF
faculty and staff.

A. Diana Markham completed an @ONE practicum to complete the Online Teaching Certificate
B. Nathan Steele reviewed @ONE and lynda.com training materials
C. Vic Fascio completed various desktop seminars

8) TLC Services & Reports to the College

A. TLC provides regular reports/presentations to the TLTR shared governance committee
B. Nathan Steele serves on the Professional Development Committee
C. Coordinator was named to the Accreditation Response Team, Group #9, in July, 2012.
D. TLC participates in the New Employee Orientation each fall to inform new faculty and staff of TLC services available to them.

9) Immediate Concerns:

A. Staffing
   i. Many faculty could use the support of a multimedia specialist to assist "tech-enhanced" faculty with the creation of digital image, sound, video, and other multimedia projects.
   ii. The college needs to hire a Senior trainer that will be responsible for the CMS and google trainings

B. Funding
   i. Lynda.com needs to be expanded to the entire college, particularly employees
   ii. Need funding increase to FWS and lab aide budgets to maintain staffing levels in the faculty computer lab with the hike in minimum wage.

C. Equipment
   i. Macs computers/monitors in Faculty computer lab were replaced in Fall 2013.
   ii. PC computers in Faculty computer lab need to be replaced
   iii. PC computers need a USB video camera for chat and recording video lectures
   iv. Broken chairs in the TLC lab need to be replaced