Tech EDge

California Community Colleges
Leading Technology in Education for California's Future
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Off-Site CCC Centers Statewide to Connect to CalREN

by Sandoval Chagoya,
Editor, CCC TechEDge

The new state budget provides the California Community Colleges System Office with funding to extend high-speed data and video network connectivity to more than 50 CCC official off-site centers statewide. Connecting the centers to the California Research and Education Network (CalREN) will serve more than 120,000 students, plus faculty and staff, not currently connected to the network that serves the K-20 education communities in California.

The CCC System Office Telecommunications and Technology Infrastructure Program (TTIP) currently funds data and video network access for all of California's 109 community colleges and the 20 district offices that are not located at a college. The statewide TTIP program was first funded by the state in 1996-97, and was intended to provide a common infrastructure to all community colleges to meet the needs of staff, faculty and students. The TTIP program provides economies of scale for the purchase of telecommunications commodities, such

CalREN
California Research and Education Network

CENIC
Corporation for Education Network Initiatives in California

http://www.cenic.org

as Internet connectivity, and ensures all colleges have at least a base level of technological capability, regardless of college size and technical capabilities. With the new funding provided by the state budget, TTIP will expand network connectivity to include the official off-site CCC centers.

An official off-site center has a

Centralized Helpdesk Project to Provide Tech Support to 12 Pilot Colleges

by Jennifer Station, Project Manager,
CCC/Presidium Heldesk Pilot

You are a systems administrator or distance learning coordinator. You have no "off hours." You check your messages all evening, first thing in the morning, on weekends and on holidays. Even with back up, there is no such thing as a real "vacation." Or, perhaps you are an in-structor—your plane to Chicago is board-ing, and three panicked students inform you they can't log on to their mid-term examination. It's midnight, Friday on a holiday weekend—what do you do?

For staff, faculty and administrators at 12 California community colleges scenarios like this will no longer cause concern. The CCC Technology Center has teamed up with Presidium Learning to pilot a project that will answer the variety of needs related to technical support of

education within the California Community Colleges. The 12 pilot colleges will spearhead the initial phase of the project.

The CCC/Presidium Helpdesk Pilot project will provide support for a variety of Learning Management Systems, including Moodle, Etudes NG and Sakai, in addition to Blackboard and WebCT. It will also provide support for browsers, Internet Service Provider issues, third-party plug-in applications and other technologies relevant to

TechEDge

NOTE: Current TechEDge style uses 'System Office' to refer to the state agency also known as the 'CCC Chancellor's Office.'

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Leadership Transition for the @ONE Project

John Whitmer ended his tenure as director of the @ONE Project in mid-October. The CCC System thanks John for his exemplary service and wishes him the best in his new position as the Education, Outreach and Training Manager with National Earthquake Engineering Simulation, Inc., a non-profit organization coordinating a network of Earthquake Engineering facilities.

To ensure a smooth transition and continued delivery of @ONE services, the System Office appointed Bill Doherty to to serve as Transition Coordinator. In that role, Bill was responsible for the day-to-day operation of @ONE while Evergreen Valley College completed the hiring process Interim Director. Apparently he did a good job; Bill recently accepted an offer from Evergreen to become the Interim Director with board approval expected in December.

Bill previously served as Interim Director of the Bay Area Center of the California Virtual Campus (CVC). At CVC he established a resource center to

Bill Doherty

support Bay Area faculty and colleges their initiatives in online instruction. He has also served as an evaluator of online instructional programs and conducted a number of research studies on behalf of the California Community Colleges (CCC) System. His research included a statewide study of online faculty, a pilot study of online tutoring and an institutional impact study of online programs.

Bill has more than 20 years experience in assessment and development. He has delivered coaching and consulting, organizational development, psychometric services and organizational assessment to clients at a wide range of educational institutions and industry sites.

Bill holds a doctorate in Quantitative Psychology from the University of Southern California, where he focused on the measurement of human skills, abilities and characteristics. He also holds a master's in Business Administration from the Anderson School of Business at the University of California, Los Angeles.<>

More information about the @ONE Project is available at http://www.cccone.org.

@ONE Spring Distance Education Courses Announced

Do you want to learn technological skills that will make your job easier? We have a spectacular line up of classes for you this Spring! Plus, they're offered through Just in Time on-demand workshops, one-hour desktop seminars via CCC Confer, or multi-week online courses — whichever format works best for you.

Multi-Week Online Courses include:

- Introduction to Online Teaching and Learning
- Using Podcasting for Teaching
- Introduction to Teaching with Blackboard, Moodle or WebCT CE 6
- Dreamweaver

Lunch n' Learn Desktop Seminars include:

- Beyond Google: Internet Research that Works
- Accessible Web Publishing Wizard for MS Office
- Blogging for Fun and Learning
- Harness the Power of Excel
- The ABCs of PDFs
- Test Drive ETUDES-NG, Moodle, Blackboard 7 or WebCT CE 6
- Online Course Standards
- Sizing Up Your Students: Part 1 - Designing Effective Evaluations
- Sizing Up Your Students: Part 2 - Combating Plagiarism
- Sizing Up Your Students: Part 3 - Improving Online Retention and Success
- Test Drive Podcasting
- Photoshop Tips and Tricks
- The Art of PowerPoint
- Introduction to Flash
- Online Counseling — Now and Into the Future

These online courses are FREE of charge to CCC faculty and staff!

To sign up, go to www.cccone.org/de.

California Educational Technology Collaborative Member Projects:

In Partnership with

Present the Online Teaching Conference 2007

Monday, June 11—Tuesday, June 12 at Ohlone College, Fremont, CA

by Lynn Strand Marks, Marketing Services, @ONE Project

The 2007 conference theme is "Going for the Gold: Achieving Excellence in Online Education" and it is sponsored by CVC, @ONE, CCC Confer, and CCCSAT, in partnership with Ohlone College. Here are some of the inspiring speakers and events already lined up:

* Keynote Speaker Jim Farmer, Chief Information Officer, CSU, Northridge: "E-Learning: On the Right Track to a Successful Future"

* Keynote Speakers Dan Barnett, Chair, Distance Education Committee and CETC Ambassador; and Patricia James Hanz, Interim Dean of Student Success and Technology, Mt. San Jacinto College: "The Thrill of Victory, the Agony of DE (as told by the Ancient Geeks)"

* Panel discussions on benefits of new technologies, such as podcasting, Moodle, CCC Confer, and CCCSAT

* Breakout and Birds-of-a-Feather Sessions allow you to join your colleagues in your own discipline and/or professional specialty

* Take advantage of the many opportunities to meet others throughout the CCC System

These year's conference will showcase the winners of the new Online Teaching Awards, which recognize excellence in Distance Education in the CCC. The winners will be announced in the February TechEDge.

In addition, in-person attendees will be provided breakfast, lunch and break times to network with other professionals throughout the CCC System. Cost for the Online Teaching Conference is FREE for remote attendees and only $75 for those choosing to attend in person.

For more information about the conference, please visit http://cccone.org/07Conference/index.htm

Still Seeking Future Spielbergs: CCC Student Films Wanted

The Second Annual Student Film & Video Festival presented by CCCSAT, the California Community Colleges Satellite Network, continues its call for entries. This year students can submit films and videos in the following nine categories: News Programs; News Packages; Feature Magazine; Sports; Documentary & Interview; Commercial, Promo or PSA; Music Variety or Specialty; Short Film; and Graphics & Animation. All film festival entries must be student produced.

A Best of Show winner and the first place winners in each category will receive a certificate and a plaque for their college, as well as industry-standard software from the festival's sponsors. Winning films and videos will be broadcast by CCCSAT.

Complete guidelines and entry forms are available at http://www.cccsat.org. The final deadline for all submissions is January 31, 2007. Judging will take place from February 26 to March 9, with winners to be revealed by May. < >

Faces of Technology
Dr. Allan MacDougall, IT Director
South Orange County Community College District
Serving Students & Faculty with IT Excellence

Dr. Allan MacDougall has been a professional educator for 38 years and has devoted 33 of those years to the California Community College (CCC) system. From 1977 to 1984 he was the Dean of Research and Information Systems at Southwestern College, and he has served the South Orange County Community College District (SOCCCD) since 1984.

Allan is currently the district's Director of Information Technology, and under his leadership the SOCCCD has made significant progress in delivering cutting edge technology to students, faculty and staff. The SOCCCD serves more than 36,000 students.

During a phone interview from the district office in Mission Viejo, Allan said, "I am so positive about my career. I feel so fortunate that I have been able to work in this field and especially that I have been able to serve the CCC System. I believe that we are doing some of the best work that is being done anywhere in education."

Within the best work of the CCC System, the educational technology work of the SOCCCD is recognized for its excellence. In 2001 the district's MySite Project received an Excellence in Technology Focus Award from the CCC System Office, as did its SmartSchedule Project in 2005. The Excellence in Technology Focus Award recognizes project excellence that evolves from a comprehensive planning process closely linked to the college's mission and vision for the future. Allan led both projects.

Allan's stellar career was recently honored by the CCC System Office, which recognized him at the September Board of Governors meeting with a 2006 Excellence in Technology Leadership Award. The Excellence in Technology Leadership Award recognizes individuals who have demonstrated extraordinary effectiveness, influence, diplomacy, and career achievement within the field of higher educational technology management, on both individual campuses and the greater California Community College System.

"It has been my great blessing to work with the technology that serves the students and faculty of our system," he said. "I have 30 years working directly with technology. Technology is all about the future, and knowing the trajectory of technology is important so that we can be responsive to the needs of our students now and in the future."

And Allan shows no signs of slowing down. He and his district are in the midst of a significant four-year project that will introduce a new student information system. The project began in July and the end result is intended to be an all encompassing student information system offering a variety of services.

Vice Chancellor Patrick Perry presenting Allan with a 2006 Excellence in Technology Leadership Award at the September Board of Governor's Meeting.

Allan holds a 2005 CCC Technology Focus Award, which he accepted on behalf of the South Orange County Community College District for the SmartSchedule Project.

The new student system uses agile development methodology in order to respond quickly to changing student needs. It builds on the success of the MySite project, which created a personal, custom user experience tailored to the individual student. The new student system also builds on the success of the SmartSchedule Project, which allowed students to find all the information about a course offering, including its outline and curriculum, online and all in one place.

A new student service that the SOCCCD is currently testing is called My Academic Program (MAP). "The functionality of MAP is quite amazing," Allan said. "It allows the student to define their educational goal, build a plan to achieve that goal, and track their progress toward it." The design and functionality of MAP has been completely driven by a team comprised primarily of counselors and students and is a great example of student-centered system design. MAP will be fully integrated with the new registration system and will provide guidance to students as they are selecting courses.

Allan is also leading the district's conversion of its Human Resources system to a Microsoft .NET platform and a concurrent upgrade of the legacy system that provides the district with fiscal services. When the projects are completed, the student, human resources and fiscal systems will all be tightly integrated.

The SOCCCD IT department has also been advancing an instructional administration tool called Power Tools. Power Tools provides academic vice presidents and instructional deans with a management modeling environment, helping them to model schedules which optimize productivity and services.

"When the projects are complete the district will have completely changed all of its hardware and software," Allan said. "This has been the busiest year of my life, in terms of IT."

It's a good thing Allan enjoys the work. He said that he has truly enjoyed watching the evolution of IT at SOCCCD. "In my nearly 20 years here, I have seen a lot of changes," he said. "When I arrived the district did not have an IT department per se. In fact, my charter from the Chancellor at the time was to build an IT department for the district."

"I believe I have fulfilled my charter and we have developed an IT department for the district that is very responsive and provides high quality services. We have developed an excellent sense of 'esprit de corps' and I work with a team of wonderful professionals, within my department and the district at large. I wake up every morning and reflect on how great it is that I get to go to work with these people."

"When I started in 1987, we offered six or seven technology services. Now we offer more than 50 technology services. We have managed this growth in offerings with little or no expansion of our staff, and much of what we do is in direct support of distance education. About ten percent of all education offered by the SOCCCD is delivered via distance education."

In addition to his service to SOCCCD, Allan has served a number of state and national organizations that further the goals of higher education technology. He has served as regional representative, program chair, vice president, and president of the Chief Information Systems Officers Association (CISOA). He was a founding member when CISOA was formed in 1985.

"CISOA is great for collaboration and professional development," Allan said. "CISOA fosters strong communication amongst IT directors from all over the state. Instead of everyone working individually to solve the same problem, we turn to each other to find what works and what fails."

He represented the community college system for two years on the state Chancellor's Consultation Council while president of CISOA. "That was a great experience and very gratifying, as it allowed technology a seat at the table where funding decisions are made. As technology has grown in importance to the academic mission, so has the role of the technologist. Technology needs a higher profile in the system and greater representation. The council was also an opportunity to talk with the academic senate and faculty interests directly."

Allan has been an appointed member of the Telecommunications and Technology Advisory Committee (TTAC) and his staff members have served on the Systemwide Architecture Committee (SAC). "The advisory committees are important and extremely valuable in getting a high-level, highly focused point of view on technology from the field to the policy makers."

In the late '70s, Allan was also president of the Southern California Institutional Researchers Association so he appreciates the value of good data. Allan lauded the work of the Management Information Systems division at the System Office in its efforts to improving the quality of data gathered from the system. "There is a direct relationship between the quality of data and the quality of policy decisions," Allan said. The quest to improve data quality has enhanced the relationship between IT and researchers, resulting in a statewide improvement of the quality of data collected from the districts and the colleges. The collaboration between IT and the RP group is essential and it has great benefits at both the local and state level.

Allan turned 64 in September. He said that retirement is somewhere in his future, but he has no specific retirement date at this point.

Allan described himself as a person with a strong value of family commitment. Allan's wife, Carol, recently retired from teaching elementary school. Allan and Carol have been married for 39 years. "After so many years we still continue to grow closer to each other." Allan said. "She has partnered with me through all of it; through my career and our seven children."

From oldest to youngest, Allan's seven children are Susan, Bonnie, Tom, Rob, Matthew, Jimmy, and Bruce. Susan is married with four children. She has a Master's Degree in Library Science and worked as a librarian before devoting all her time to motherhood. Bonnie has three sons. She has degrees in math and history and taught math before becoming a full time homemaker. Tom is a geotechnical engineer in Denver. He has two children. Rob is a Media Specialist for a luxury hotel. He is married with two children. Matthew is a third year medical student at USC. Jimmy attends the University of Utah where he studies math and aspires to be a math teacher like his older sister. He is married with one child on the way. Bruce, the youngest, attends the University of Utah where he studies materials engineering.

Allan proclaims a love for mathematics, landscaping, gardening and sports, especially golf. For more than 20 years, he has been a volunteer teacher of a daily, early morning, religious education class for high school students. He also loves woodworking and has a full-service woodshop at his home in Carlsbad, complete with a precision Felder wood saw imported from Austria. He enjoys creating fine furniture and working with hardwood. His one regret about his work in educational technology is that his real job interferes with his wood working.

Allan with Carol, his wife.

Allan with two of his 12 grandchildren.

Allan with one of his 12 grandchildren.

Allan, at home in his woodshop, working with his imported saw.

"Faces of Technology" is a regular feature of TechEDge newsletter. Each issue it will highlight an individual making contributions to technology in the California Community Colleges.

The CCC Technology Awards Program: Recognition of Excellence

The California Community Colleges System Office Technology Awards Program recognizes excellence in the field of technology within the CCC system. The 2007 program will accept nominations for two distinct award categories, the Technology Focus Award and the Excellence in Technology Leadership Award.

A list of nomination questions is available if you would like an opportunity to review the Technology Awards Questions before beginning the nomination process. A Technology Award Program brochure is also available, containing information on nomination requirements, frequently asked questions, important dates and past award winners. The questions and the brochure are available for download from the System Office Web site at

http://www.cccco.edu/techawards

The nomination period for the 2007 CCC Technology Awards Program begins, February 1, 2007.

CENTERS

minimum of 500 students and is deemed official through the CCC System Office Facilities Division and the California Postsecondary Education Commission review process. The CCC Centers provide services and instruction for many, often remote, regions throughout the state. These centers have close ties to their associated, accredited colleges. Having the colleges and the centers on the same network improves service and access for an expanded number of community college students, faculty and staff.

Under the new budget model, the 41 CCC centers with 500 to 2,999 students will receive funding for a T-1 connection with a speed of 1.5 megabits per second. The 11 centers that exceed 3000 students will receive funding for a DS-3 connection that delivers the Internet at 45 megabits per second. As the centers are connected, they will enjoy the benefits of CalREN, a high-speed, robust Internet network specifically created to meet the needs of California's educators.

CalREN is an optical network formed by the charter partners of the Corporation for Education Network Initiatives in California (CENIC), including K-12, the University of California, California State University, California Community Colleges, Stanford, CalTech and the University of Southern California. CalREN consists of a CENIC-operated backbone to which schools and other institutions in all 58 of California's counties connect via leased circuits obtained from telecom carriers or fiber-optic cable.

California's K-20 education and research communities leverage their networking resources through CENIC in order to obtain cost-effective, high-bandwidth networking to support their missions and answer the needs of their faculty, staff and students. CENIC designs, implements, and operates CalREN as a high-bandwidth, high-capacity Internet network specially designed to meet the unique requirements of these communities.

The network also allows the exchange of data and information between the CCC colleges, UC, CSU and K-12, who are all on this same network. It also provides access to broadband services allowing for more bandwidth-intensive educational programming and simulations. In order to facilitate collaboration in education and research, CENIC also provides connectivity to non-California institutions and industry research organizations with which CENIC's associate researchers and educators are engaged.

CENIC is governed by its member institutions. Representatives from these institutions also donate expertise through their participation in various committees designed to ensure that CENIC is managed effectively and efficiently, and to support the continued evolution of the network as technology advances. CENIC and the CCC System Office have begun to prioritize, plan and develop a schedule for connecting all of the CCC official off-site centers.<>

HELPDESK

today's postsecondary education.

Support will be delivered via a Web site resource and knowledge base. The site will provide live chat messaging. There will also be a toll-free, phone-in option.

Presidium Learning was founded in 2003 with a vision to provide innovative and collaborative 24/7 support solutions for education providers. Presidium Learning's Managing Director James Rianhard said, "Students and Faculty don't really differentiate educational experiences that may be online or on-campus anymore—there's just a shared continuum of 24/7 teaching and learning. Working in collaboration with our client-partners, Presidium ensures that support for core learning applications and routine technical troubleshooting is available 24/7 and accessible through multiple means. The objective of this project is very simple—to increase the levels of student success and to aid faculty in administering online courses—course completion, retention and high levels of satisfaction will form the basis for a successful project."

The project was launched with a kick off meeting October 3-4 and is expected to have a two-year pilot phase. Based on the results of the pilot phase, the centralized helpdesk offering may be extended to more CCC colleges statewide.

Presidium Learning project manager, Tyuh Fetterman, and senior engagement manager, Greg Devine, have been preparing the new CCC helpdesk. Fetterman previously managed a similar project for 14 schools in the Pennsylvania State System of Higher Education and has recently joined Presidium. "Her experience on the client side of similar projects will be indispensable to the CCC project," Rianhard said.

Greg Devine joined the Presidium team two years ago and is in charge of overall project management. This includes vetting the Web knowledge base to ensure that the frequently asked questions are current and accurate, and developing a user specific database that accommodates each college involved in the pilot based on the individual distance learning system used and the specific needs of the college. It also includes ensuring that the site is accessible to all.

Devine and Fetterman have been working with Heather Untalan, the distance learning coordinator at Ventura Community College, to help make sure the site meets the federal Americans with Disabilities Act (ADA) compliance standards. "California community colleges need to pay attention to ADA compliance in

distance education," Untalan said. "I'm pleased that we are working with a vendor who supports the diverse needs of our student populations. Presidium has been very supportive of our evaluation of the site, and of our efforts to make the most accessible version of the helpdesk available to our students."

Most of the participating colleges estimate that as many as 70 percent of helpdesk requests they receive are student password changes, which tie up resources needed to deal with serious issues concerning instructors, system functionality and other work obligations. The CCC/Presidium Helpdesk Pilot project will allow the staff of the local helpdesks at the pilot colleges and their super users and system administrators more free time to solve serious problems, as well as instruct teachers in setting up courses, creating materials and anything else that might come along.

Presidium Learning and the California Community Colleges have demonstrated commitment and determination in making this great idea a reality. The projected outcome benefits all: it will open doors for those dedicated to providing education in the CCC System.<>

Tech Toolkit Program

by Lynn Strand Marks, Marketing Services, @ONE Project

A host of new technology tools are now readily available for use in instruction, whether to capture notes written on a whiteboard, record mini lectures for the iPod or create and stream video clips. The Tech Toolkit program brings these resources to your event as a drop in lab, to augment conference presentations and to alert faculty and staff to low-cost technology resources. Brought to you by the California Educational Technology Collaborative (CETC), the Tech Toolkit is offered free of charge.

The CETC Tech Toolkit Drop In Lab

Do you want to give conference attendees the opportunity to try out new technologies? The Tech Toolkit Drop In Lab comes fully stocked with equipment such as iPods and other MP3 players, video recorders, Table PCs and presentation devices, as well as a fleet of 25 laptops. The Drop In Lab will augment any exhibitor resource area, and adds value for participants driven to check their e-mail between sessions. The Drop In Lab includes a resident technology expert who can demonstrate how to use the tools and answer questions. This lab is sponsored by the California Educational Technology Collaborative, an Initiative of the Technology and Telecommunications Infrastructure Program of the System Office.

Tech Demonstration Session

If you want to offer a more focused presentation on technologies that can enhance instruction, the Tech Demonstration Session brings in all of the tools available in the Drop In Lab and offers step-by-step explanations of how—and why—to use each one.

Tech Resources Info Session

The CCC system has a number of free or low-cost resources to help leverage technology tools for instruction and college administration. This ready-made conference presentation introduces participants to elements such as a free webinar hosting service, video broadcast systems and training on how to integrate technology into the community college context. This session will give participants a better understanding of the benefits of using technology in the classroom and point them to easy-to-access resources to help get them started.

Tech Tool Lending Library

If you'd like to include technology resources as part of a conference session, the Tech Tool Lending Library can deliver specific items to you. Whether giving conference participants the opportunity to develop their own Web content on the Tech Toolkit's fleet of laptops, or demonstrating the power of a Mimio xi to transform a whiteboard into an interactive tool, these resources can make your conference content more dynamic and hands on. The Tech Tool Lending Library includes a support person to assist with setting up and managing the tools.

How It Works

All Tech Toolkit services are offered free of charge. CETC provides the technology tools, a staff person to manage and/or present on them, shipping and travel costs. You simply need to provide power outlets, extension cords, surge suppressors, a support person to assist with setting up and breaking down equipment and to cover any incidental facilities expenses, such as internet access charges or security for the room where equipment will be stored.

For more information or to request the Drop In Lab, Tech Demonstration Session, Tech Resources Info Session or Tech Tool Lending Library, please contact Kathy Booth at Kbooth@cccone.org.

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Leading Technology in Education

CCC System Office

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