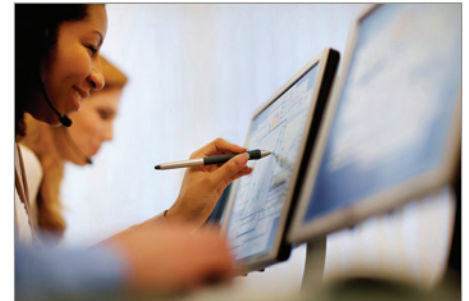# Educational Service Solutions Offered Statewide

by Director Hilary Butler and Director Robert Rye, Western Region, Presidium Learning, Inc.

To help the California Community Colleges weather the current financial challenges, the Foundation for California Community Colleges (FCCC) continues to partner with Presidium in 2009 to deliver cost-effective service desk solutions for students and faculty.

Presidium provides Educational Services Management solutions to unify higher education service strategies and to improve student retention rates by providing comprehensive Information Technology (IT) support, as well as support for student services such as financial aid and admissions.

The CCC system's initial partnership with Presidium began with 13 colleges participating in an 18-month pilot project. The relationship has grown to encompass service desk solutions for students, faculty and staff members at 23 California community colleges. Presidium provides support for Course Management Systems, Tier 1 Enterprise IT support and Student Services.

More and more colleges have recognized the value of co-managed service solutions. The most recent additions to the FCCC Course Management System partnership include Sierra College, Mt. San Jacinto College, State Center Community College District, San Diego Community College District and Southern Orange County Community College District.
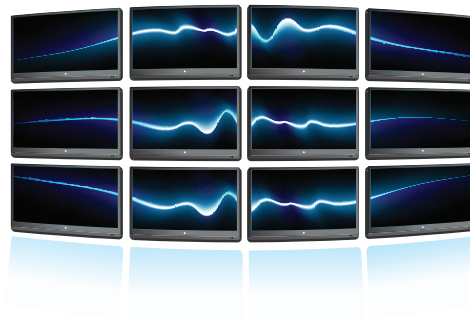
Patricia James Hanz, Library and Technology Dean for Mt. San Jacinto College District, embraced the Presidium co-managed service model from the beginning. "I have been waiting years for this," she said. "It was not difficult to get support for this initiative because our administration is committed to student success in both face to face and online environments. The implementation went as well as any technology implementation I have experienced and was really an easy process." <>

For more information on the Presidium helpdesk please contact Hilary Butler at hbutler@presidiumlearning.com or (250)294-6340, or Robert Rye at rrye@presidiumlearning.com or (415)891-8378.

Videoconferencing Research Team Seeking Faculty and Staff Input

by Doug Cremer,
Executive Director, Butte Center

Butte Center, in collaboration with the California Community Colleges System Office, Corporation for Educational Network Initiatives in California (CENIC), and the K-20 California Educational Technology Collaborative (K20CETC), is reaching out to various videoconferencing technology providers and faculty and staff stakeholder groups to examine videoconferencing and other technology that college faculty will want to have available to support effective online and face-to-face teaching and learning during the next several years.

The analysis is looking at the opportunities provided by integrating Web-based "desktop" videoconferencing platforms, high-definition platforms, traditional videoconferencing technologies and our existing legacy platforms in ways that better support the teaching and learning needs of our faculty and students while serving traditional administrative "meeting" roles well.

Doug Cremer, Executive Director for Butte Center—which includes the

TechEDge

Volume 6, Issue 3

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Vice Chancellor Perry Recognized as Best of California

as published on the Goverment Technology and Center for Digital Government Web sites

Patrick C. Perry, Vice Chancellor of Technology, Research and Information Systems at the California Community Colleges Chancellor's Office was recognized for Leadership in Management of Information Technology at the 2008 Best of California awards ceremony and gala held in Sacramento.

The Best of California Awards is an annual program to honor IT professionals and projects in California state and local government and education organizations for their dedication, hard work and contributions.

Sixteen of California's top technology projects and leaders from state and local governments were selected by the Center for Digital Government, a division of eRepublic, Inc. publishing company. The annual awards recognize superior contributions and distinction in the information technology arena.

"This year's winners showcase outstanding technological innovation and business efficiencies," said Cathilea Robinett, executive vice-president for the Center for

Left to right: Cathilea Robinett, Executive Director of the Center for Digital Government and Center for Digital Education; Patrick C. Perry, CCC Vice Chancellor of Technology, Research and Information Systems; and Maryann Alexandrian, SVP Global Services and Channels, WYSE Technology.

Digital Government. "California public sector IT, both state and local programs, are tackling and solving transportation, health administration, food systems, emergency operations and sustainability issues. We congratulate them for their hard work and success!"

The winners are selected by a panel of judges based on a set of criteria, including collaboration between agencies, innovative use of technology and improvement of services to citizens or government employees.

2008 Best of California Award Winners

Leadership Awards:

Leadership in Management of Information Technology
Patrick C. Perry, Vice Chancellor of Technology, Research and Information Systems; California Community Colleges Chancellor's Office

Leadership in Solving Business and Policy Problems through Technology
J. Clark Kelso, Receiver; US District Court, Northern District of California

Leadership in Solving Business and Policy Problems through Security Technology
Mike Nguyen, Deputy Director and Chief Information Officer; California Department of Health Care Services

Excellence in Project Delivery
Beth L. Tripp, Director, Business Advancement Program; Department Manager, Operations Training and Support; San Francisco Bay Area Rapid Transit District

Excellence in IT Operations, Support and Service
IT and Strategic Planning Department; Otay Water District

Project Excellence Awards:

Best Application Serving Organization Business Objectives
City Services Request Tracking System; Los Angeles County Department of Public Works

System for Fair Price Hospital Reporting; California Office of Statewide Health Planning and Development

Geospatial Innovation Award
Triaging Healthcare Facilities for Emergency Operations; California Office of Statewide Health Planning and Development

Best Application Serving the Public
Interstate 15 Managed Reversible Lane Control System Expansion; Caltrans District 11

Customer Service Center; Los Angeles County Department of Public Social Service

Audio Version - California Driver License Handbook 2008; California Department of Motor Vehicles Business & Transportation Agency

Best Application Serving Multiple Jurisdictions
Direct Certification of Eligibility for School Meals; California Department of Education

Leafy Greens Tracking System/Audit Verification Checklist; California Department of Food and Agriculture

Most Innovative Use of Technology
Light Brown Apple Moth Calendaring System; California Department of Food and Agriculture

Election Equipment Tracking with RFID; Alameda County Information Technology Department

The Green IT Award
The DOJ Green Office; California Department of Justice

More information about the Best of California awards is available from Government Technology at http://www.govtech.com and the Center for Digital Government at http://www.centerdigitalgov.com.

Conference Calendar

2009 Online Teaching Conference
Cabrillo College, Aptos, California June 11-12, 2009
Digital Native or Immigrant? Preparing 4 R New Generation of Students

Our next generation of students was born into a world filled with digital technology. Stay ahead by attending the annual Online Teaching Conference in beautiful Aptos, California. You'll learn from the experts, catch up on technical innovations, and pick up valuable tips, all the while enjoying wonderful beaches and the many attractions of Santa Cruz and Monterey counties.

This year's conference is again offered in a "hybrid" format—attend your way: in person in Aptos, virtually via live webcasts, or on your schedule by downloading archives from CCC Confer. The choice is yours!

This two-day event takes a holistic approach to truly successful online education K-20 (kindergarten through college) and it has something for everyone. If you are an instructor, staff member, or an administrator engaged in online education and/or the delivery of online services (student, faculty, library, resources and technical), or if you are thinking about becoming involved, come join us to exchange ideas and experiences.

For more information, contact Marti Atkinson at matkinson@cccone.org or by phone at (831)722-9898.

Sloan-C Symposium and MoodleMoot Join Forces

by Kevin Kelly, Online Teaching and Learning Coordinator, Academic Technology, San Francisco State University

Two conferences for one price! The 2009 Western US MoodleMoot will be held in conjunction with the second Sloan-C Symposium on Emerging Technology in Online Learning on June 17-19, 2009 at the Hyatt Regency in San Francisco, California.

The MoodleMoot and Sloan-C Symposium bring together people interested in the ways that Moodle and other emerging technologies are transforming education by addressing challenges in learning, affordability, accessibility and faculty and student satisfaction.

Benefits of co-locating the conferences include, but are not limited to, the following:

- Attendees get full access to all presentations for both the MoodleMoot and the Sloan-C Symposium with one registration fee.
- Both conferences address the needs of a wide range of expertise with online learning, from interested newcomers to experienced professionals.
- Attendees will hear experts and visionaries from both communities in common General Session periods.
- The event joins two social network clusters with similar interests and goals in using emerging technology for online learning. The diversity of these network connections makes it possible for attendees to meet peers to share stories, help solve common problems or collaborate on projects.

Registration for the co-located conferences is now open at http://www.emergingonlinelearningtechnology.org/registration.
One registration provides full access to both conferences!

Sloan-C Symposium Web site: http://www.emergingonlinelearningtechnology.org

MoodleMoot Web site: http://moodlemoot.org/course/view.php?id=9

Faces of Technology
Lee Krichmar

**Director of Information Technology,
Cerritos College**

by Lee Krichmar and
Jennifer Gednalske, Editor, CCC TechEDge

Lee Krichmar, Director of Information Technology (IT) at Cerritos College, thrives on organization and planning. Both are important requirements for Lee and her team as they continually undertake innovative, cutting edge projects that help shape the future of technology in the California Community Colleges.

In 1999 Lee began working for Cerritos College. Cerritos College, founded in 1955, is located near Los Angeles. It offers degrees and certificates in 87 areas of study in nine divisions and serves more than 20,000 students each year.

Lee's method for managing the increasing technology demands of Cerritos College is to focus on streamlining systems and processes. Her team includes 23 classified, three managers and five hourly employees, two of which were former interns. By truly working together, the team has been able to organize and implement a variety of projects at Cerritos College that look toward meeting future needs of students, faculty and staff.

Lee's IT department supports all areas of technology across the campus. The department mission is to provide services and support for administrative and academic computing, build the technological infrastructure and support the technology required for all areas of the college.

As IT director, Lee is responsible for both administrative and academic computing areas, and

Cerritos College

Building Futures Through Learning

she relies heavily on her IT manager and other staff members. "This is the best group of individuals that I have ever worked with," Lee said.

Lee considers overseeing the college's PeopleSoft environment as one ongoing mission-critical task. Cerritos College went live with their PeopleSoft Human Resources module in 2003.

While the first implementation went fairly smoothly, implementing the Student Administration module was more of a challenge. They went live with Version 8 in the summer of 2005. Lee and her team continue to fine tune the system each term.

More recently, in August 2008, Lee's team successfully completed an upgrade to Campus Solutions Version 9, which Lee feels will position

the college well for the future. The Cerritos College team collaborated with CIBER Enterprise Solutions, a certified Oracle partner, which helped them analyze the new functionality and prepare for the cutover. Through this collaboration the Cerritos College IT team was able to reduce their go-live activities from six days down to 48 hours.

Lee's team also supports connectivity and interfacing with the Los Angeles County Office of Education for financial services. The county office also uses PeopleSoft for purchasing, general ledger, accounts payable and accounts receivable.

Another recent and interesting project for Lee's team was integrating a new Voice over Internet Protocol (VoIP) phone system with their existing Ericsson system. Lee and her team spent time carefully researching various solutions before choosing ShoreTel's pure IP solution. Implementing ShoreTel will position Lee's team to eventually bring all of the college's forms of communication into one unified system. Lee said that although she might not be taking advantage of all of the IP potential today, she believes that the college is now positioned to easily adapt to and evolve with upcoming communication trends.

Lee's team has been on the forefront of many new technology trends and they have also experienced some drawbacks. Early on they implemented Sakai—a free, community-based educational software platform—and developed their own customization. While their customizations were successful and worked well for Cerritos College, the Sakai community ultimately went a different way and adopted different customizations.

"We were an early adopter of Sakai, and experienced the pains of being on the cutting edge. With the most current version of 2.5, we believe we are now positioned to grow into the future without having to experience exorbitant licensing costs," said Lee.

Lee Krichmar, seated center, and the Cerritos College IT Department.

Lee's IT helpdesk and technical support provides hardware and software support for more than 2,200 desktop computers, notebooks, Macintosh computers and many other devices. They maintain e-mail and Web servers; support virus protection, network connectivity and application installation; and also perform all software and hardware upgrades. From an infrastructure standpoint, they provide service to more than 30 buildings distributed among more than 40 wiring closets over a redundant gigabit fiber-optic backbone for enhanced reliability.
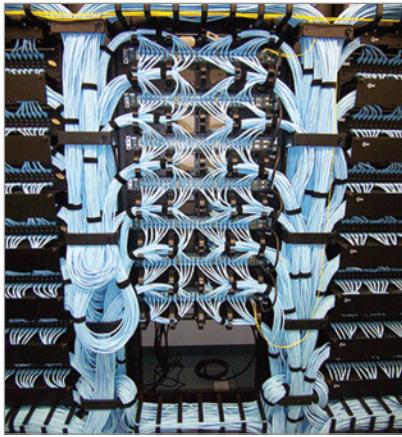
Impeccably organized wiring closets like the one pictured above help the Cerritos College IT Department respond to wiring problems quickly and efficiently, helping to ensure limited downtime.

Lee's ability to tackle large-scale IT projects efficiently and quickly stems from her attention to team building and organization of the most minor details of her team's responsibilities. "Understanding our team's strengths and weakness and assigning projects accordingly is critical to our success as well as helping to maintain job satisfaction," Lee said. Lee relies on her staff to design and implement elegantly designed wiring closets for maximum efficiency. If there are any wiring problems, the team can find the issue and correct it quickly.

"The IT department at Cerritos College is staffed with a team of highly qualified, dedicated and experienced individuals," said Lee. "We are committed to nurture a supportive environment and a team building climate while we continually try to improve our services."

Strategically, Lee's team positions itself within critical industry trends. For example, virtualization technology showed the potential to redesign the technology landscape, providing unprecedented flexibility for provisioning, managing and recovering computing resources.

Cerritos College began to experiment with desktop virtualization in early 2000, but really got serious in early 2006 regarding its server environment. The college has embraced this fundamental structural change, and it has developed internal experts to support this area. The college also has ample Web-based applications to serve students and a competitive collection of online tools.

Lee is an active member of the Chief Information Systems Officers Association (CISOA) and has collaborated on systemwide projects. A few years ago her team collaborated with Butte College to develop a disaster recovery proof of concept, showing how a back up plan could be put in place across the entire CCC system. Cerritos College also participated in the CCC/ Presidium helpdesk pilot, lending their knowledge and expertise with Sakai to help improve the project's service coverage.

Lee, who grew up in Southern California, became interested in computers as a teen in the early eighties. "It was so early on I didn't really know where I would go with it in the future. It was just something I found interesting and enjoyed," Lee said.

Lee received her Master of Information Systems degree from Claremont Graduate University in 1999 after receiving her Bachelor of Computer Information Systems degree from DeVry University in 1986. For 20 years she has worked in IT management with demonstrated expertise in project management, overseeing staff, budgets and project schedules.

Lee negotiaties a waterfall during a hike in Maui, Hawaii.

Prior to entering higher education she worked in various industries, including GTECH Corporation, which ran the California State Lottery online game; Pacific States Casualty Company, an insurance company; and Visiting Nurse's Association Home Health Systems, a home health care provider.

"It is my current pleasure to work in higher education and for an institution with such vast programs and services, which can reach so many students. The Cerritos College mission is to serve the community by building futures through learning. I take this responsibility to heart and enjoy the potential impact technology can make on the lives of students," Lee said.

Lee's careful planning is part of her focus on the future of educational technology. She sees VoIP as an integral foundation for the next decade. She also thinks more and more emphasis will be placed on major reorganizing, rebuilding and restructuring as campuses go green.

Due to a bond measure for construction, Cerritos College has been developing a new central power plant and is working toward becoming a greener campus. Part of Cerritos College's recent efforts toward this initiative included installing Power Save software on all campus computers. The software powers down computers after a certain amount of inactivity, significantly reducing energy consumption and costs. The college earned a rebate from Southern California Edison that covered the cost of the software.

Lee foresees meeting the increasing demand for new, higher quality and current technology, with increasingly limited funding, as one of the greatest challenges of the future. She also thinks that one of the most important changes in the future will have to be an emphasis on quality and assessment of programs, and increased collaboration with outside organizations to accomplish goals more economically and efficiently.

Outside of work, Lee is very active. She enjoys traveling and spending time soaking up sunlight at her half-acre vacation spot in Desert Hot Springs, located ten miles from Palm Springs. A self-described sun-worshipper, Lee enjoys hiking, bicycling and yoga.

Lee's four Chihuahua-mix dogs: Einstein, Roxy, Jasmine and Sam accompany her in her outdoor adventures. She started out with two dogs and adopted the other two from her mother and sister. "All together they weigh about 20 pounds, which is really like one normal sized dog," Lee said. <>

Etudes Offers Open Source Course Management Tools and Application Services

Developed by educators, for educators, Etudes is a grass-root effort that was inspired by faculty. Started in 1994, Etudes is a community of institutions and individuals that support teaching, learning and collaboration, and expanding educational opportunities to learners through its tools and support infrastructure. Etudes became a non-profit organization in May of 2008.

Etudes is focused on developing tools that respond to the unique needs of its many partner organizations, with an emphasis on supporting e-learning, teaching and collaboration. Further, Etudes provides centralized hosting services, support, site and account management, and training and professional development opportunities to its members.

In 2004, Etudes adopted the Sakai platform and has been building authoring, collaboration and assessment tools upon the Sakai framework since then. Etudes continues to lead the development of open source tools for Etudes and the Sakai platform. In addition to leading open source software development, Etudes is an Application Services Provider, supporting more than 94,000 student enrollments across 25 client organizations.

Joining Etudes is more than adopting a course management solution; it's about joining a rich community. Adopters gain access to teaching communities of practice, user support forums and training in the tools and pedagogy. Etudes is a services provider, so that you don't have to worry about 99.999 percent uptime or upgrading, supporting and maintaining hardware and software.

Adopters gain access to a stellar platform that is developed by educators and is enhanced with faculty input, for the direct benefit of our community. Etudes is an easy to use, feature-rich platform for supporting teaching, learning and collaboration and for delivering distance learning around the clock.

Etudes caters to small institutions; others are also considered. Membership to Etudes and access to hosting and support services is open to higher education institutions and other organizations that are interested in the Etudes CMS system and are looking for affordable, quality centralized support services.<>
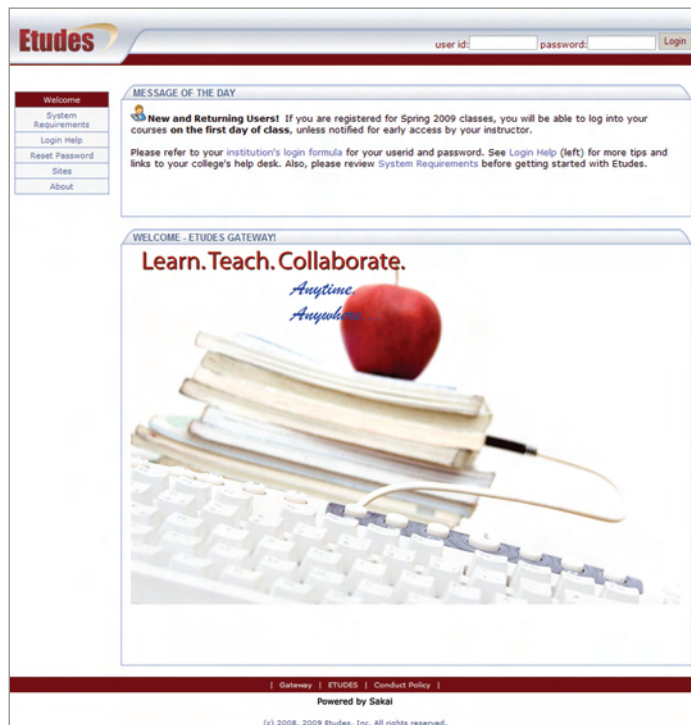
The screen shot above is the Etudes Gateway used by the Foothill-De Anza Community College District. The look and feel of Etudes is highly flexible. Institutions can change the skin and color schemes for a course site. Thirty custom skins are available for faculty to choose from, as well as their institutional logo skin.

For more information visit: http://etudes.org

To review Etudes tools, features and functionality visit: http://etudes.org/etudes-features.htm

If you are interested in hosting services, training or joining Etudes: http://etudes.org/alliance.htm

Etudes Announces the First Annual Etudes Users Summit, Open to Members and Non-Members

The summit will be held in Los Angeles on Thursday April 23 and Friday April 24, 2009, at the Radisson Hotel at the Los Angeles airport.

The summit is designed to bring Etudes users together, many of whom have only 'met' online: faculty, distance education directors, trainers, instructional designers, administrators and practitioners from IT and other fields.

Etudes invites anyone interested in e-learning with Etudes tools or Sakai to join us and experience the vibrant Etudes community. Etudes members and non-members alike will benefit from the interaction and exchanges.

Dr. Charles Severance will kick off the event with the summit's theme: "Celebrating the Magic of Teachers."

Topics on the summit agenda include show-and-tell sessions, presentations on best practices and roundtable discussions where participants will exchange ideas on successes and challenges of the online classroom environment. Attendees will also have opportunities to learn about the Etudes organization, product and services.

The registration fee is $150 for members and $200 for non-members.<>

For more information and to register, visit the First Annual Etudes Summit Web site: http://etudes.org/summit.htm

Foundation Awarded Grant to Provide Free Microsoft Products, Services to California Community Colleges

Jill Scofield, Director of Media Relations,
Foundation for California Community Colleges

The Foundation for California Community Colleges (FCCC) has received a grant from Microsoft to provide $50,000 worth of access to Microsoft programs and services to California Community College instructors and students in both science, technology, engineering and math (STEM) disciplines, and visual, illustration, design and art (VIDA) disciplines.

The grant will provide access to the Microsoft Developer Network Academic Alliance (MSDNAA) for selected community colleges that use technology in teaching STEM courses, and access to the Microsoft Designer Academic Alliance (MSDAA) for those using technology in VIDA areas of study. In addition, memberships in Microsoft's IT Academy Essentials will be provided to California Community Colleges to supplement the alliance subscriptions with additional training in the technology field.

"This grant will allow California Community Colleges to become increasingly competitive in the global economy by providing access to cutting-edge technology and tools," said Paul Lanning, President of the FCCC. "Students will be able to take their training and studies to a new level and become more competitive in the workforce of the future, and faculty will be better-equipped to address new trends in technology."

MSDNAA and MSDAA are annual membership programs that allow students and faculty in the technology and design fields to get the latest Microsoft software on their personal computers and in computer labs. As members, students and faculty also have the opportunity to interact, collaborate and share resources within an online community, as well as get assistance from instructors who share curriculum and other learning resources to support the educational technologies.

The Microsoft IT Academy Essentials is a comprehensive

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www.foundationccc.org

learning solution with a challenging curriculum that helps improve technology education and enables students to master new technology. It includes Office 2003 and 2007 certification training for students and instructors, Office 2003 and Office 2007 licenses for 50 lab computers, as well as Digital Literacy training, which teaches basic computer skills, in 11 languages, including Spanish, Thai, French, Japanese and various other languages.

"California Community Colleges educate the workforce of one of the largest economies in the world," said Sam Stokes, Academic Developer Evangelist for Microsoft's Southern California region. "We are committed to helping students succeed in today's world, and by providing colleges with access to these tools, we are helping enhance student skills with new technology that will better prepare them for the future workplace."

Colleges that will benefit from this grant will be selected by Microsoft and the FCCC based on a number of criteria, such as ensuring access for schools that currently do not have memberships in the MSDNAA, MSDAA or IT Academy programs. Additionally, ensuring a broad coverage of the entire state and serving the largest number of students will be determining factors in the selection of participating California Community Colleges.

The Foundation for California Community Colleges is the official foundation to the California Community Colleges' Board of Governors, Chancellor, and System Office. The Foundation's mission is to benefit, support, and enhance the missions of the California Community College system, the largest higher education system in the nation.

Incorporated in 1998, the Foundation works with Community Colleges and partner organizations to manage donations, grants, programs, and services that drive excellence in education while saving millions of dollars for colleges each year. The Foundation is a 501(c)(3) tax-exempt non-profit corporation and receives no direct state or public support.

For more information about the MSDNAA or MSDAA programs, visit www.msdnaa.net, and for details regarding the IT Academy, visit www.microsoftitacademy.com. For more information about how to take advantage of this offer visit www.foundationccc.org/msdnaa.

VIDEOCONFERENCING: from page 1 >>

CCC Technology Center project, the California Virtual Campus project, and the CAHSEE—"Stepping into your Future" program—is working closely with the K20CETC, CENIC, Gartner and Burton Group and various stakeholder groups across the state to help determine future requirements, current technology capabilities and technology trends. The goal is to develop a comprehensive set of capability and technology requirements to help the CCC System Office move forward and replace existing technology deployed several years ago that is now reaching end of life.
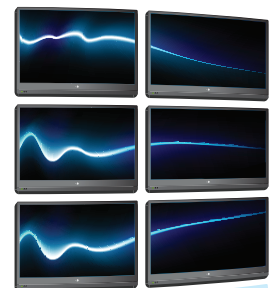
Butte Center Executive Director Doug Cremer welcomes any and all input in this area. Reach him by e-mail at cremerdo@cccnext.net and by phone at (530)518-9784.

TechEDge

California Community Colleges

Leading Technology in Education

CCC System Office

CCC Technology Center
Butte-Glenn Community College District
3536 Butte Campus Drive
Oroville, CA 95965-8399

http://www.ccctechedge.com