

Instructional Technology Resources

Cuyamaca College 2008-2009

Teaching Online Courses: The Online Learning Committee strongly urges department chairs and coordinators to require some kind of certification before scheduling an instructor to teach an online course. One of the recommendations for certification is to take the online course, ED 214, on “Developing an Online Course”. This course is offered every Fall semester by Grossmont College and every Spring semester by Cuyamaca College.

Blackboard Course Management System: This is the only District provided and supported CMS. A container is automatically created for every section of every course we offer. To access your course container(s), go to bb.gcccd.net/ and use your Colleague ID and six digit birthdate as a password. **Please take a moment to change your Blackboard password.** If you don't, students can easily search the web for your birth date and sabotage your classes. For instructions go to: <http://cuyamaca-online.blogspot.com/2009/01/urgent-modify-your-personal-settings-in.html>

Training: Rhonda Bauerlein regularly conducts workshops in a variety of instructional technology areas, including the effective use of Blackboard as a supplement to classroom instruction or as an online course management tool. Rhonda has created a Blackboard online course on how to use Blackboard (“Teaching With Blackboard”) and she will add any interested faculty as students in the class. She is also available, by appointment, to assist individual faculty with Blackboard related issues. The best way to reach her is via email:

Rhonda.bauerlein@gcccd.edu.

Rhonda also maintains a blog with weekly updates to technology and/or online & hybrid teaching issues. To subscribe, go to: cuyamaca-online.blogspot.com. Finally, there is a website identifying faculty resources at: www.cuyamaca.edu/tlc/faculty.asp that may answer many of your questions.

Help Desk: Help desk personnel are prepared to answer the majority of questions related to Blackboard. See access information in the next section.

Getting Help: The best way to get assistance with virtually any technology-related issue or problem is to contact the help desk by emailing <mailto:c-helpdesk@gcccd.edu> or calling 660-4395. If you send an email it will go to the Help Desk Technician, the Web and Technology Support Specialist, the Instructional Design Technology Specialist, and the Dean of Learning and Technology Resources. When you call the help desk during regular business hours, it will be answered by either the Help Desk Specialist or the Web and Technology Support Specialist, or it will go to a District Information System phone tree staffed by a variety of technical support personnel. After hours, it will be transferred to the Lab Technicians in the Open Computer Lab (evenings and Saturdays) or you will be directed to voice mail. Your request will be evaluated and either an immediate effort will be made to fix the problem or it will be placed on an online task list. You are **strongly** urged to contact the help desk to report problems rather than contacting any individual because your request is assured a) to be documented, b) to reach a person capable of fixing it, and c) help desk personnel are aware of how to access all available resources at any given moment.

Smart classroom equipment: Almost all of our classrooms have a computer, DVD/VCR player and data projector available. In many cases the technology is locked in a cabinet and keys can be obtained from Pam Lawless at extension 4234. If the equipment is not functioning properly, please contact the help desk. If you are not able to reach a person to get immediate assistance, there are a couple of smart carts available to be checked out from the LRC. Unfortunately, this

has to be done in person. If the problem occurs during the evening or on a Saturday, the Lab Technicians in the H: building may be able to assist you.

Creating a webpage: Contact Rocky Rose (see below) for assistance in getting a personal web page established to support your teaching or for assistance in maintaining a department web page.

New! Student support: Deanna Thompson has created a website especially for students. It is designed to provide answers to the most commonly asked questions: www.cuyamaca.edu/helpdesk/. It would be helpful (and may cut down on repetitive questions from students) if you would include this url in your online syllabus and draw attention to it.

Office computer access: There are a number of offices that provide computer and work area access for adjunct faculty. They include: H135, B267, and F625.

Computer lab access for students

Open Lab: Located in the ground floor mall of the H building, this lab is available to all students to work on college and course related material. Students need to register for the Open Computer Lab (IS 198 section # 5456) and get an updated student ID card/sticker, if they need one. They can access both services in the Open Computer Lab. For more information about the open lab, i.e. software updates, hours etc. go to the website: <http://www.cuyamaca.edu/techmall/>

The Living Room: Located on the 2nd floor of the LRC, this room contains 12 computers that may be used to support coursework or to engage in social networking (e.g. FaceBook or MySpace). This room also provides comfortable furniture for studying or laptop use as well as round tables for group work.

The Writing Center: Located in B 167 in the Communication Arts Building. This is available for all students working on writing projects.

Specialized Labs and software (CIS, CADD, GD, Supervised Tutoring): Many disciplines offer 298 (Supervised Tutoring) classes that allow students to work on projects using equipment and software specific to their courses.

Library Instruction Lab: This is a teaching lab used primarily by the librarians to provide library instruction to classes. However, if you need a computer lab once or twice a semester to support your teaching, this is available for this purpose. To reserve the LIL, contact Sandy Beasley at 660-4405.

Committee Structure and Involvement: There is a shared governance technology committee structure at Cuyamaca College that drives almost all long and short term plans and decisions related to technology.

The Instructional Technology Council provides a forum for the discussion of current and emerging technology issues, trends, innovations, changes and needs related to instructional programs. It is comprised of representatives from District Information Systems, Learning and Technology Resources, faculty, and staff but all interested members of the campus community are urged to attend meetings. It meets the second Friday of each month from 1:30 – 2:30. There is often a brown bag learning session immediately prior to this meeting on a technology of interest to faculty.

The Technology Plan Committee recommends how all available funds for instructional technology should be disbursed each year. Academic departments indicate their technology needs through the Academic Master Plan and the Technology Plan Committee evaluates and ranks these needs. It is composed of faculty representatives and the Dean of Learning and Technology Resources. Meeting times and dates are determined by faculty teaching schedules.

The Online Learning Committee makes recommendations regarding online class components and criteria and other related issues, recommends faculty and student support needs, recommends standards of good practice and quality control and recommends technology standards and implementation guidelines (training needed for online and qualifications). It meets the 2nd Friday of each month from 10:00 – 12:00.

Support Personnel Contact Information:

Deanna Thompson, Help Desk Specialist, 660-4295
Rocky Rose, Web and Technology Support Specialist, 660-4466
Rhonda Bauerlein, Instructional Design Technology Specialist, 660-4013
Cindy Bourget, Instructional Media Services Coordinator, 660-4415
Bryan Cooper, Theatre Arts Production Design Technician, 660-4661
Sherri Braaksma, Instructional Computer Lab Technician, 660-4381
Connie Elder, Dean of Learning and Technology Resources, 660-4400
Network Support Personnel: Steve To, Joe Souza, Robert Mountain