



Online Services Implements Team Approach

As online learning continues to be one of the fastest growing segments in education, San Juan College's new Online Services team is opening up even more possibilities and making the development of new online classes and programs easier and faster.

Working under the collaborative direction of Tim Warren, vice president for Technology Services, and Sandra Tracy, dean of Extended Learning, the newly named Online Services staff includes David Penrose, manager of Online Services; Marty Hill, coordinator of Course Management; Lynn Lane, technology trainer; Nathan Bachert, web technician; Sam Bachert, learning systems coordinator; and Yanabah Bluehouse, administrative assistant. Two web technician positions are also in the process of being filled.

Together the staff offers a team approach to developing new online services and classes. The team is made up of a project coordinator, instructional designer, graphic artist, subject matter expert, programmers and students.

"Our focus is to bring together the talents and expertise of each team member to not only make the process easier and faster in developing new online courses and programs, but also to maintain the high quality of our programs," explains Sandra Tracy, dean of Extended Learning.

"Faculty will serve as subject matter experts to provide the instructional material and ensure that the course meets the SJC teaching objectives," she continues. "Students will serve on the team to provide feedback as we develop the class or program, and OTS staff will offer their expertise in implementing the technological aspects."



The new Online Services team is available to make the process of developing new online classes and programs easier and faster. Pictured left to right, back row: Sam Bachert, Lynn Lane and David Penrose. Front row: Nathan Bachert, Sandra Tracy, Marty Hill and Yanabah Bluehouse.

David Penrose, manager of Online Services, adds that the team approach provides the opportunity to broaden the content and technological capabilities of new online classes and programs. "For example, we can assist faculty by implementing computer simulations or creating interactive components," he says. "Students will benefit from an online visual presentation that offers additional interest and ease of learning – it's a win-win situation for everyone."

Once the new online class or program is completed, the Online Services team will provide a continuum of assistance, should the program or class need revisions. Through consultations, the Online Services team is available to help faculty and staff improve technological components of existing online classes and programs.

Those interested in developing a new online class or program should check with the dean of their respective school to obtain a new online class request form. For further information, contact David Penrose at ext. 3350.

Who Ya Gonna Call?

The Help Desk

From questions about retrieving files to e-mail concerns – the help desk is ready and available to provide you with a variety of technology assistance. The help desk is dedicated to serving the computer, internet and technology needs of San Juan College staff, faculty and students. The office is open 24 hours a day, seven days a week with local assistance available from 8 a.m. – 5 p.m., Monday through Friday. The help desk is located in room 7204 in the office of Technology Services. Heather James, computer applications support technician, can be reached by dialing 3266. If the assistance needed is beyond the help desk, the question will be forwarded to a tech.



Heather James can be reached to answer a gamut of technology questions.

Customer Service Remains Our Priority

I hope everyone is settled into the semester and that all your endeavors are going smoothly.

As the new vice president for Technology Services, one of my main objectives is to ensure that we continue to excel in the services we provide. Be sure to read our lead story in this month's *Tech Update* where we discuss the new Online Services team. This team approach brings together a combination of experts from faculty, staff and the OTS team to develop new online classes and programs, as well as make the processes easier and faster.

Along with services, we will continue our commitment to provide you with usable information. Lynn Lane, technology trainer, is working to provide an abundance of brief sessions demonstrating how to use various programs and systems – just another way to make your day-to-day work easier.

We also are adding a few new features to *Tech Update*. Our *Back to the Future* column will discuss some of the latest and greatest technology tools. The *Effective Practices* section will bring you information about technology tools faculty and staff have discovered, while our *Who ya Gonna Call* column will direct you to the right person should you have a question regarding technology or our services.

I have had the opportunity to meet many of you in the few weeks I have been here, and I look forward to meeting many more of you.

As a customer service organization, OTS is dedicated to providing excellent customer service to everyone within the SJC community. Thanks for your support, and please let us know how we can best serve you.

Regards,



Tim Warren
Vice President for Technology Services



Effective Practices

Clickers – Reviewing Exams Made Easy

Amy Cooper, physical therapist assistant instructor, has found an easy and invigorating way to review the national board exam with her students by simply using a “clicker.” Cooper obtained the idea from watching the PBS documentary *Declining by Degrees, Higher Education at Risk*.

A clicker is similar to a TV remote control. Students are familiar with remote controls so no training is necessary. Clicker software is installed on a laptop, and a receiver is plugged into the PC via a USB port. She uses PowerPoint to set up her quizzes. Once a class is set up in the Clicker quiz database, the PowerPoint file is imported.

“When I start the quiz, one question at a time is displayed,” Cooper explains. “Students point their clicker toward the receiver where my PC logs their answers. Then a bar graph displays with a summary of the class’s answers.”

“If the poll is unanimous and correct, then I move to the next question,” she continues. “If the poll is not unanimous and the answers are mixed, I break the class into groups for them to discuss and come up with a group answer.”

The clickers have enabled Cooper to determine if students understand the topic as they are quizzed.

“With this software, you can post a true-false or multiple-choice quiz and, within seconds, the students’ responses are logged, and their scores tabulated,” she says.

The system actually encourages more class discussion, prodding even shy students to get involved as responses are debated. “I find students are more engaged in this type of interactive learning environment,” Cooper continues. “Students gain a deeper understanding, which is very beneficial in reviewing for their board exams.”

If you are interested in the system Cooper uses, log on to: <http://www.pearsoned.com/h-itt/resources.html>. Another interesting online article is found at: <http://www.oid.ucla.edu/units/tec/tutorials/prstutorials/>

Back to the Future

iPods in the Classroom?

It shouldn't be surprising that we are discussing iPods in the Back to the Future section. Do you remember the first TV sets? The 1935 Andrea 1F5 set had a 5-inch screen while the iPod video has a 2.5-inch screen. The difference is that you can record color video and audio and take it with you. When we talk about emerging technologies we really want to focus on "replay" value. The iPod is like a large computer drive that stores files, plays video and audio and music AND fits in your pocket or purse. For now, iPods represent an amazing presentation tool. In the future one can only imagine what might be available.

For more information, visit: <http://en.wikipedia.org/wiki/iPod> or www.apple.com/education/solutions/ipod



TECH Update is the bi-monthly newsletter of OTS. Our goal is to keep our customers informed and seek input. If you have questions or comments, please write to: TECHUPDATE@sanjuancollege.edu or call 566-3166.