Instructional Technology and Academic Computing

Faculty Computing Support Center

The FCSC's mission is to initiate, coordinate, and support programs that assist faculty in using technology to improve their teaching abilities and achieve their professional goals. Helped by sixteen faculty and sixteen students, three FCSC staff members provided a wide range of programs to meet faculty needs, expertise, and time constraints.

The FCSC found 2001-2002 to be a year of transition, development, and growth. Short workshops during the academic year, intensive summer workshops, one-on-one student assistance, a walk-in faculty lab, and telephone support continued. Consultations increased with additional staff support. A program to encourage faculty to use the web expanded. The quality of our print and web publishing improved. Initiated this year, the Collaborative Online Learning and Teaching program will increase the number of online courses by providing training in online pedagogy, an arena for collaboration with colleagues, financial support, and time. Twelve faculty participants will develop online courses they will teach next year.

Two new staff members enhanced the scope and quality of FCSC services. Lona Dequer, an instructional designer, significantly expanded support for WebCT, our campus course management system. In addition to providing strong administrative support, Maria Reid's technical expertise enhanced the department's publications, web site, and database.

Highlights:

> **Enhanced Support for WebCT**: Number of WebCT users tripled this year, initiated a WebCT users group, developed online training materials, assumed WebCT administrative assistance, offered many workshops, and technical support via consultations with WebCT users.
> **Student Assistants**: Student Instructional Technology Assistants (ITAs) offer individual consultations, staff a walk-in (and telephone) support center, assist at workshops, and maintain two computer labs and an extensive online database.
> - o The FCSC offers faculty up to ten hours of customized support per quarter. ITAs have the technical expertise, communications skills, patience, and time to help faculty to use their computers and computer programs more effectively. Currently, at the end of Spring quarter, 13 student assistants work for the FCSC, nine continuing.
> - o From Summer quarter 2001 through June 13, 2002, *ITAs responded to 359 requests for one-on-one assistance (from 231 individuals) from faculty in every College.* Many faculty members meet with ITAs regularly each week throughout the academic year.

- o To encourage "late majority" faculty to try web-based teaching, the JumpStart program ITAs developed personal and course web site for 41 faculty this year.
- o *There were more than 500 visitors to the Faculty Lab Annex this year.* Some worked on their own, using our computers, software, and/or scanners. Many worked with the ITA on duty.
- o We average ten to fourteen phone calls for assistance per week.

Instructional Technology Workshops: the FCSC operates the 98-C5-9 Faculty Lab, Lab workshops facilitate faculty use of technology to enhance teaching and learning, scholarship, and research.

- o During the academic year, the FCSC offered six to eight two-hour workshops per week, and two full-day workshops during Winter break. Most workshops were led by campus faculty, who are expert users (and patient instructors!). *Approximately 560 faculty and staff came to the lab (about 218 different individuals) for these workshops.*
- o SWIM program: During Summer, four intensive one or two-week workshops helped faculty learn how to use web-based technologies to enhance learning in their classes. *Forty-seven people participated in SWIM 01. This included thirty-eight faculty members in 25 departments representing six colleges.* Two were new faculty members who benefited from an early orientation to campus.

Faculty Friends: Four faculty associates [David Grasmick (Music), Jerry Rogers (MHR) Judi Sanders (Communication), and Laurie Starkey (Chemistry)] offered numerous workshops and developed special projects: a departmental outreach program, a sophisticated faculty needs assessment, a web-based peer-review writing program in conjunction with UCLA, and assistance developing the COLT program. Twelve other faculty, staff, or administrators shared their expertise by leading workshops.

Web Site: Our web site contains extensive information supporting our programs and services, online workshop handouts, campus IT information, and a heavily visited Asian name pronunciation guide. According to SuperStats data, 16,982 unique visitors viewed 67,722 individual web pages between July 2001 and June 12, 2002.

Campus Collaboration: Thursday Lunch Bytes broadcast live on the Internet (with Faculty Center), programming with New Faculty Orientation, Lecturer Support, Writing Center, Research & Sponsored Programs, Scholarship of Teaching program.

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