Strategies for Goal 4—Progress to Date (WLAC’S 2009 – 2016 TMP)

GOAL 4: Identify technologies to support various online instructional DELIVERY methods

Strategy 4.1: Provide technological resources students and faculty need in a robust online environment

- Ubiquitous computing – sufficient computer labs & wireless access

  The number of computers in Library Internet Research Lab has doubled since 2009. A new Mac Lab consisting of 20 Apple computers has been installed.

  Since 2009 wireless access in MSA, HLRC and the CE Building has been established as well as partial coverage for Admissions & Records, ATA, D Village, Fine Arts & the Physical Education Complex.

- Create courses that also include images as well as video and audio files.

  In December 2010 an Instructional Assistant, Juan Chacon, was reclassified to become a Multimedia Developer position. Since then Juan has assisted in digitizing images for a History class, converting PDFs to HTML for a Geology class, and creating audio and video content for various ESL classes.

  WLAC has renewed its subscription to Intelecom and has a new contract with Edustream. Both organizations provide video clips for use by our instructors. Tech Fair workshops about iPhoto, Introduction to Jing & Camtasia, Podcasting, uTube, Edutainment, Intelecom and MERLOT (Multimedia Educational Resource for Learning and Online Teaching) have been developed and presented.

  The new Instructional Media Specialist has developed workshops to assist instructors who want to develop instructional media, PowerPoint, and Video camera Basics for Classroom Production.

  An Apple Demonstration, Teaching and Learning with the iPad and the Apple genius bar @ West were presented as part of the Tech Fair.

- There have significant innovations to Etudes since 2009.

  In addition to the Etudes online training and the Cyber Teachers’ Institute, several Tech Fair workshops have been developed to assist instructors using Etudes. These include Intro to ETUDES-NG: West’s Course Management System and Digital Storage & ETUDES.

  The annual Academic Senate conference/training stipend has increased from $100 to $150 since 2009.

- Provide sufficient orientation to students so that they succeed in utilizing these online course materials.
Education 230, the Online Student Success Lab, was developed in 2008 and, despite the course reductions, has been offered every semester since.

In 2010 a comprehensive online Etudes orientation was developed using captivate.

In addition, an increasing number of our faculty request Etudes course sites to provide an online supplement for their on-campus classes. This provides students in on-campus classes with the opportunity to experience online instruction prior to enrolling in hybrid or online classes.

**Strategy 4.2: Determine ways technology can be used to support students with common interest or common educational objectives.**

WLAC is one of the pilot colleges providing District email accounts to our students which provide students with access to photo sharing, digital storage and Microsoft Office.

Tech Fair workshops have been developed and presented to assist instructor with:

- Integrating Mobile Devices in Instruction
- Mobil21 Mobile Learning
  - Social Media for Creatives & Everyone Else
  - Twitter in the Classroom
  - Working in the Cloud: Best Online Services for Storing and Sharing Your Data

A new Videoconferencing Task Force, reporting to the Technology Committee, has been developed and is scheduled to host demonstrations of ooVoo, Skype and LifeSize to determine which video/web conferencing options are best for the College. Google Voice and Google Chat are other resources that are being researched.

In Spring 2011 for the first time online students were able to vote in ASO Elections using a web based survey.

Since 2009 West has developed two Facebook sites for domestic & international students. In 2010 a Twitter account was developed for international students and in 2011 a Twitter account was developed for online students.

Since 2009 West has piloted two ePortfolio systems; eFolio and Maharra.

Since 2009 online instructors have begun to use wikis, podcasts, blogs, Twitter, Second Life and other Web 2.0 and Social Networking tools.

In 2010 an Online Literary Magazine – West Voice was created.

**Strategy 4.3: Design and implement ways to offer students assessments, student counseling, library and financial aid online services online.**

Etudes now provides access to an online assessment tool.
Since 2009 online chat for Counseling and SEP planning have been implemented. There has been no expansion of online matriculation and financial aid services.

**Strategy 4.1: Provide technological resources students and faculty need in a robust online environment**

**Areas for Improvement**

**Barriers to Moving Forward**

**Suggested Updates to Technology Master Plan**

**Strategy 4.2: Determine ways technology can be used to support students with common interest or common educational objectives.**

**Areas for Improvement**

West does not currently have adequate student computer labs to meet student demand. The Mac Lab consisting of 20 Apple computers needs a networked printer.

Since 2009 wireless access in MSA, HLRC and the CE Building has been established as well as partial coverage for Admissions & Records, ATA, D Village, Fine Arts & the Physical Education Complex. Wireless access is needed throughout the entire campus.

Wireless access is needed throughout the entire campus and is projected to be completed by December 2011.

Unfortunately, due to budget cuts, West is no longer offering hybrid Etudes training.

**Barriers to Moving Forward**

**Suggested Updates to Technology Master Plan**

- Have several computers in LIRL designated for priority use by online students.
- Complete full wireless system by January 2012, establish timeline with specifics. Can IT students be used to support IT staff? Work study, internships, Independent Study?
- Completion of an Online Instructor Handbook (currently in process by the DEC) Develop iPhone apps for West and Online Course Access.
- Have several computers in LIRL designated for priority use by online students.
**Strategy 4.3:** Design and implement ways to offer students assessments, student counseling, library and financial aid online services online.

**Areas for Improvement**

**Barriers to Moving Forward**

**Suggested Updates to Technology Master Plan**

- Work with the ASO to get online student representatives for Student Clubs in order to improve and develop online campus life opportunities.
- Find a way to provide continued technical support to instructors who have participated in Tech Fair workshops.
- Investigate potential uses of texting.
- Encourage student collaboration by expanding use of Apple products by both students and faculty.
- Develop systematic support for proctored examinations.
- Completion of an Online Instructor Handbook (currently in process by the DEC) Develop iPhone apps for West and Online Course Access.
- Develop Library online tutorial modules and Federated searching.
- Develop a Facebook page for Financial Aid and online chat.