

DET/CHE Eighteenth Annual Conference

Tuesday, December 2

- 9:00 am – 5:00 pm UC System-wide Meeting
Aquitania Room – off lobby between A & M deck
- 4:00 pm – 6:00 pm DETCHE Board Meeting in the
Caronia Room – B deck at bow of ship
- 6:00 pm – 9:00 pm Hospitality & Registration in the Starboard Lounge/Hotel Lobby

Wednesday, December 3 All Sessions in Queens Salon – Promenade Deck

- 7:30 am – 8:30 am **Continental Breakfast in Queens Salon**
- 8:30 am – 8:40 am **Welcome and Introductions**
- 8:40 am – 9:30 am **Writing Service Level Targets for Academic Technology Support**
Jay Field, Director of Instructional Technology Services, CSU Sonoma

Last Spring, Instructional Technology Services worked with Organizational Development graduate students on a project to look at what challenges we face in our work, especially in this era of declining budget resources, and how we might tackle those challenges. Out of this process came Service Level Targets for Media Services, Computer Labs, and Web Office support. This presentation will cover the process we underwent, how that process was a positive, team building experience, and what we experienced in implementing them.

- 9:30 am – 10:20 am **Information Technology Governance: The Box Expands**
Dr. Henry Burnett, Director of Media Services, UC Santa Cruz
Bruce Horn, Programmer Analyst, UC Santa Cruz

During the 2001-2002 academic year, the University of California Santa Cruz completed a campus wide review of Instructional Technology. In February of 2003, a new Information Technology Services Division was organized including Media Services. In June, an IT Transformation Project was announced bringing together the personnel and resources of all campus wide IT activities in the new ITS Division. This session will present the emerging customer service model of the new centralized organization while retaining responsive levels of service to the campus community.

- 10:20 am - 10:45 am **Break/Vendor Exhibits**
- 10:45 am - 11:00 am **15 Minute Spot Light**
EduCast v2.0
John McCue, Director of Media Production, CSU Hayward
- 11:00 am - Noon **Educational Technology Update of California Higher Education**
LeBaron Woodyard, Dean, Academic Affairs and Educational Services,
California Community Colleges Chancellor's Office
Patricia Cuocco, Senior Director, California State University

Chancellor's Office
University of California Office of the President TBA

Representatives from the three systems of public higher education in California will discuss what initiatives are being conducted at the system level and within colleges and universities in the respective systems. Issues impacting the development and implementation of the initiatives will be addressed as well as the effect of the State's budget shortage on the future of new initiatives. Topics will include staff development, articulation challenges facing the systems regarding distance education courses, and the costs of development and training issues associated with educational technology based courses.

12:00 pm - 1:00 pm **Lunch in Royal Salon – Promenade Deck**

1:00 pm - 1:50 pm **A Portal Saga: Trying to Get IT Right the Second Time Around**



Julius Bianchi, Associate Provost for Information Services, California Lutheran University

This session will provide information on hardware, software and human factors for those who are considering a portal project. This session will look at the questions raised three years ago with Gartner's predictions on the growth and stabilization of portal technology in higher education. Major issues such as roles and authentication and authorization will be discussed. This session will include milestones in CLU's experiences with portals. Resources for further study and examples of current portal software will be presented.

1:50 pm - 2:40 pm **Strategic Planning Based on National Evaluation Results**

Dr. Carla Lane, Executive Director, The Education Coalition

Based on evaluation, the Education Coalition (TEC) has produced 95 percent retention results in distance learning courses. TEC has evaluated for PBS, NASA, Star Schools, California Community Colleges and many other technology based programs. This session will explain how to use evaluation results to strategically plan distance learning programs with high retention and completion rates.

2:40 pm – 3:30 pm **15 Minute Spot Lights**

DETCHE Website

Rob Munguia, Lab Assistant for the Cal Lutheran Teaching and Learning Center

MetaCAT

David Grannis, Director of Educational Technology, California Lutheran University

Improving Website Usability with IDEA

Lou Zweier, Director of the CSU Center for Distributed Learning

3:30 pm - 3:50 pm **Break/Vendor Exhibits**

3:50 pm - 4:40 pm **Tracing the Beasts of the Past and the Present (Media Anthropology)**

Russ Bowden, Manager of Media Services, Santa Rosa Community College

Santa Rosa Junior College has over 5,000 pieces of media equipment located on 3 campuses. This session will discuss how categorization and tracking systems are used to keep the records straight. This tracking system allows the

college to make informed decisions from generating equipment replacement recommendations to the filing of equipment theft reports.

4:40 pm - 5:30 pm

Beyond 2000 – A Technology Plan

Kathy Fernandes, Director, Academic Technologies, CSU Chico

This session will provide a copy and overview of CSU Chico's technology plan. Information about how the plan was developed, how focus groups were conducted to get campus ownership in the plan, and ideas about how to successfully implement the plan will be covered.

5:30 pm

Dinner on Your Own

Thursday, December 4 **All Sessions in Queens Salon – Promenade Deck**

7:30 am - 8:30 am

Breakfast in the Royal Salon

8:30 am - 9:30 am

Communication Strategies for Coping with Organization Change

Lou Zweier, Director of Center of Distributed Learning, California State University System

IT organizations are facing unprecedented changes due to budget pressures and increased demand for high quality IT services. These dual pressures can fuel organizational tensions and put a strain on relationships both within and between organizations. In this session, you will learn skills for mediating conflicts in a way that fosters mutual understanding and respect among participants and promotes finding resolutions consistent with individual and organizational values.

9:30 am - 10:30 am

15 Minute Spotlights

Advancing Web, Wireless and Classroom Tech at SJSU

Chris Laxton, Director of Media Production and Delivery, CSU San Jose

Portal Experiences at CSU, Chico

Kathy Fernandes, Director, Academic Technologies, CSU Chico and
Dave Abbott, Associate Director of Academic Technologies, CSU Chico

15 Minute Spotlights

CalREN 2

Roger Parker, Director, Media & Academic Computing Services, CSU Hayward

Producing a Video Introduction to Blackboard

Brian Duggan, Instructional Technology Consultant, CSU Stanislaus

10:30 am - 11:00 am

Break/Vendor Exhibits

11:00 am - Noon

Lessons Learned Transforming a Basketball Court into a 500 Seat Smart Lecture Hall in Eight Months

David Sharpe, Director, Instructional Technology Services, San Diego State
and
James Frazee, Associate Director, Instructional Technology Services, San
Diego State

Converting a basketball court into a Smart Lecture Hall within eight months
was an “interesting” challenge. This presentation will cover: the planning
process; room layout; what equipment was selected and why; podium design;
equipment installation; faculty training; faculty comments about using the
room; and which technologies faculty are actually using.

- Noon - 12:30 pm **Take Box Lunch - Board Bus in Parking Lot**
- 12:30 pm - 5:00 pm **TOURS:
Long Beach City College
California State University, Long Beach**
- 6:00 pm - 6:30 pm **No Host Bar in Queens Salon**
- 6:30 pm - 8:00 pm **Banquet – Room TBA**
- 8:00 pm – 11:00 pm **Entertainment provided by A’Amore Events & Entertainment
Queens Salon
Music, Casino Games, Prizes**

Friday, December 5 All Sessions in Queens Salon – Promenade Deck

- 7:30 am - 8:30 am **Continental Breakfast in Queens Salon**
- 8:30 am - 9:30 am **The Course Before the Course: Using a Pre-Course Module to
Improve Retention and Learning in Online Courses**
Teresa Brown, Director of Online Education, Church Divinity School of
the Pacific
- This session will cover an online pre-course module developed by Teresa
Brown that is mandatory for all students taking an online course. This
course is designed to provide participants with experience using
Blackboard before the actual class begins, learn how online learning
meshes with their learning styles, experience the online learning
environment before they fully commit to taking a class, and get to know
others in their class before it begins. The elements of the course and
highlights of some of the ways it meets the established goals will be
presented.
- 9:30 am - 10:30 am **Campus Updates**
- 10:30 am -10:45 am **Break**
- 10:45 am - Noon **DET/CHE General Meeting**
- Noon - 1:00 pm **Lunch on Your Own**

1:00 pm - 4:00 pm

CSU General Meeting in Aquitiana Room – off lobby between A & M deck

Community College General Meeting in Board Room – Promenade Deck