Email from Phil Howard of district Information Systems on 2-23-11 --

Anna-

I don’t know that I can produce an actual document with a training agenda as such. Much of what I do is kept on Microsoft Outlook Calendar these days versus paper documents. There may be records of staff development day or flex day sign in sheets, (and associated agendas) but I wouldn’t know where those are kept.         I will try to find some supporting documents, but in the mean time can offer the following statement:

SCCCD Information Systems Department permanent full time staff includes the position of Distance Education/Information Technology Support Technician.

The duties of this position include planning, supervising, training, troubleshooting, repairing, and scheduling all distant-education equipment, computer hardware, computer software, and activities used in the District’s distant-education classes and administrative videoconferences. They also include training faculty, designated site-support staff, and end-users on distance-education equipment, computer hardware, and software, as well as assisting faculty in integrating their curriculum components into distant-education formats. This position serves as the main contact to maintain channels of communication among distant-education and administrative videoconferencing stakeholders in the District.

Training is provided to distance education faculty, designated site-support staff, and end users via flex and staff development day sessions, individual distance education faculty start of semester training, new hire/new student technician orientation, and on an individual as-needed basis.

This semester (Spring 2011) there is a total of approximately 400 hours of instruction via two-way interactive television. (Videoconferencing)

In 2010 (January through December) there was a total of approximately 1141 hours of administrative videoconferencing.

Phil Howard

SCCCD Information Systems

**From:** Anna Martinez
**Sent:** Wednesday, February 23, 2011 12:07 AM
**To:** Phil Howard; Phil Nelson
**Cc:** Gary Sakaguchi; Shelly Conner
**Subject:** Evidence for videoconference training

Hi, Phils (not sure which one can provide this info...if neither of you can, please forward this message on to those you feel may),

I am looking for evidence of the following (in red) referenced in section IIIC of our accreditation self study.  Do you know where I can find an example agenda or two for these trainings?

"Teleconferencing for complex video conferences is also supported by district staff.  Due to the nature of Reedley College and its relationship to its centers, teleconferencing is frequently used for video conference meetings between multiple locations and also for distance education.  **The IS staff also provides training and support for the teleconferencing equipment**."

Thanks --

Anna

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