Supporting Technology in the K-12 Classroom
UC Davis’ Technology Support Outreach
BY AUTUMN BOUCK

Technology is fast becoming a fact of life for all students, from Kindergarten to graduate school. As a result, K-12 teachers are looking at ways to integrate technology into their curriculum. As one way to help teachers use technology, UC Davis reached out to history teachers during a summer institute on technology sponsored by School/University Partnerships (SUP) and the Area 3 History and Cultures Project. The effort has been so successful that UC Davis is considering working with science teachers in partnership schools to support the use of technology in their classrooms.

The Stakeholders
There are many people involved with providing university support to K-12 schools in the area. The SUP coordinates outreach to low-performing K-12 schools, most of which are located in the Sacramento area. They also collaborate with the California Subject Matter Project sits on the UC Davis campus, such as the Area 3 History and Cultures Project. The History and Cultures Project works specifically with K-12 history teachers to help them use University resources and learn from each other as a community of teachers.

“There are many stakeholders involved,” says Dr. Daniel Roy, SUP director. “The corporate sponsors provide the hardware. The site manager has expertise and understanding of that school. The subject matter specialist know about the needs of teachers in different areas. The principal knows if there is adequate space and capacity. The teachers will integrate the computers into their curriculum. Information and Educational Technology (IET) provides the technical support.”

Sharing Resources, Tapping Local Expertise
The schools that work with the SUP and the History and Cultures Project generally have a very small technology base, usually only one technology support person for an entire school. Some schools have corporate sponsors who donate computer equipment (sometimes broken), but often instructors do not know how to use it. The worst thing is to see computers used as doorstops because teachers don’t have the means to make good use of them,” says Dr. Roy.

Still, when students in low-performing schools have access to technology, there are more learning opportunities available to them. “Technology can knock down the walls of the classroom,” says Kathy Medina, director of the History and Cultures Project. “It can teach students that history is something that is being shaped and interpreted every day.”

With its large technology base, our campus has a lot to offer teachers in the way of technical support. “The campus is in a position where we can help. The project is ambitious, but we can do it,” says Greg Fellin, an IET staff member who provides technical support to the teachers.

The Plan
The plan was fairly simple: create a pilot program for the K-12 teachers modeled after the IET-Technology Support Program (http://itp.ucdavis.edu) here at UC Davis. The Technology Support Program is available to department level technical support staff who, by participating in the program, have direct access to IET resources and support. Each teacher involved in the program was able to integrate technology into their classroom. The program was very successful, and the teachers were able to integrate technology into their classrooms.

Name Change Clarifies Organization’s Purpose
BY BARBETTE SCHMITT

As of mid-November, the Division of Information Technology (IT) was officially renamed Information and Educational Technology (IET). The name change is in keeping with the Administrative Unit Review (AUR) report issued last year which recommended the recruitment of a Vice Provost for Information and Educational Technology. The new name is intended to further clarify the organization’s role in support of instructional technology and, more generally, the campus’s mission.

A transition plan has been developed to implement the name change in official communications, including the IT Times (starting with this issue), business documents, publications, and Web pages. IET’s homepage will remain accessible via http://it.ucdavis.edu.

As with major organizational changes, IET anticipates this effort will take some time. The goal, however, is to make it as transparent to clients as possible. If you have questions or comments resulting from this name change, please send them by email to speic-info@ucdavis.edu.

100 Days and Counting at the Instructional Technology and Digital Media Center
BY ROGER ASHTON

Stop for a minute and think about what you’ve done in the last 100 days. You might recall a pleasant summer vacation, a more recent trip up to Apple Hill, or coaching your child’s soccer team. But, if you’re a member of the Instructional Technology and Digital Media Center in Surge II, your memory of that same time is probably filled with PowerPoint presentations, slide shows, recording sessions, and organizational meetings. Much is also being done under the surface to set the tone and direction for the center heading into Winter 2001.

Complete story online at:

Best wishes to all IT Times readers for a warm and happy holiday season.
Class Mailing Lists
Easier, faster, and smarter
By Debbie Edwards

On December 20, a new Web interface will be available to request and manage class mailing lists. Although students are still automatically subscribed through Banner, instructors (or their delegates) will now be able to add other subscribers and features to their list, such as a secure Web archive and list moderation. Because the request process has been automated, lists will be created within one business day rather than the few days it used to take.


Remote Access Pilot
By Bethany Daniels

As of December 1, UC Davis is conducting a pilot test of PacBell's Internet provider service. Any UC Davis faculty and staff member who lives outside of the local 530 dialing area may participate in the pilot. UC Davis plans to test this service for three months. The test areas are in and around the cities of Sacramento, Roseville, Fairfield, Vallejo, Vacaville, Oakland and Berkeley. Participants must agree to submit weekly surveys about PacBell's service and use this pilot as the primary dial-in connection to the Internet for three months. This service will be free for the three-month pilot; users will be expected to pay a fee if PacBell becomes the campus's remote access provider. Registration for this pilot is ongoing, first-come-first-served, and through the Web at http://access.ucdavis.edu/pilot2000.cfm.

Complete story online at: http://itimes.ucdavis.edu/nov2000/pilot.html

DHCP in Action
Network access made easier for laptops
By Bethany Daniels

In general campus classrooms (120 in all) and 200 other locations throughout the UC Davis campus, you can now connect to the campus network without having to change the settings on your laptop. Through the use of DHCP, all you need is a laptop, a network interface card, and an Ethernet cable to dynamically configure desktop computers and laptops to access the campus network. The result is a more flexible environment for the increasing mobile computing population on campus, especially faculty and students. Learn how to take advantage of this service at http://access.ucdavis.edu/pilot2000.cfm.

Complete story online at: http://itimes.ucdavis.edu/nov2000/dhcp.html

Why Can't I Send UC Davis Email Messages from My ISP?
By Heather Thompson

Q: I use Eudora to send and receive email and I use an Internet Service Provider (ISP) to connect to the Internet. Every time I try to send messages I receive an error message, but I have no problems receiving messages. Why can't I send email?

As if you want to send messages using your UC Davis email address from your ISP, you need to enter the SMTP server provided by your ISP in the "outgoing mail server" field of your settings. If your ISP does not have an SMTP server, you might want to consider sending your messages from your ISP's email address (e.g., bob@isp.com) or using the campus modem pools to connect to the Internet.

Complete story online at: http://itimes.ucdavis.edu/nov2000/router.html

CBT @ UCD
Same service, cool new features
By Autumn Bouck

After an extensive summer upgrade, UC Davis Computer-Based Training (CBT@UCD) offers new functionality and courses. Now, the tutorials are accessible directly from an Internet browser. This is especially good for Macintosh users who can now run the Java-based tutorials on their machines. To access these courses, use your UC Davis LoginID and Kerberos password, or off campus. You no longer need a special password. CBT courses are still free of charge (on the Web), or they're available for purchase on CD at the UC Davis Bookstore for $11.50.

Complete story online at: http://itimes.ucdavis.edu/nov2000/cbt.html

Windows 2000 Implementation Moves Forward
By Mary Sue Hedrick

Information and Educational Technology has identified action steps to help prepare the campus for Windows 2000, Microsoft's newest operating system, and its integration into our computing environment. To learn about next steps and how Windows 2000 may affect you, read the full story online.

Complete story online at: http://itimes.ucdavis.edu/nov2000/win2k.html

Online Textbook Ordering Makes Life Easier for New Freshmen
By Jeremy Shi

If anything could best define the beginning of a new academic year for students, it is the dreaded wait in long lines. Whether outside Mraz or Darwin Hall, the Book Exchange Tent, or any lecture hall or classroom, blocks of students wait for hours. All this can be pretty hectic for any incoming student who's not yet accustomed to the waiting. But, thanks to the UC Davis Bookstore textbook reservation service, students had one less line to stand in this fall.

Complete story online at: http://itimes.ucdavis.edu/nov2000/textbooks.html

IET Publications Recognized

We are very pleased to announce that the IT Times, IET's Web site (http://itimes.ucdavis.edu), and IET's Internet software suite (Bovine Online) were recently recognized for excellence by the Special Interest Group on University and College Computing Services (SIGUCCS). SIGUCCS (http://www.ucr.edu/sigucss) is an association of professionals who support and manage the diverse aspects of information technology services in higher education institutions. The IT Times Web site (http://itimes.ucdavis.edu) and Bovine Online garnered first place awards, while the IT Times January 2000 print version and IET's Web site received second place recognition. Congratulations to all of our contributors, and a special thanks to all of our readers for their support and feedback.
Women in Technology
A Profile of Bo Botelli

Note: This is the first in a series of profiles of UC Davis women who provide technical assistance and expertise to the campus.

With more than 15 years of service to the campus under her belt, Bo Botelli has moved from providing general administrative support in the Internship and Career Center to serving as the Systems Administrator and Web/Print Coordinator for Advising Services. The road has been bumpy, but rewarding according to Botelli, who leveraged her natural talent and ambition to learn the ins and outs of network administration and cutting-edge Web and print design. Like many women in technology, Botelli's path is unconventional and hard-won.

Technology Staffers Help Instructors Adjust to New Media Equipment

By Mary Sue Hedrick

Instructors assigned to one of the 40 general assignment classrooms renovated over the summer noticed something different their first day of teaching this fall—an Information and Educational Technology representative was there to orient them to the new media equipment. State-of-the-art (LCD) projectors (for projecting video images from a laptop, VCR or other device), Smart Panels (that make it easy to toggle between a laptop, VCR and the projectors) as well as microphones, speakers, VCRs, and network access ports were installed. Instructors were also given the opportunity to receive training on the new equipment prior to the first day of school. As classrooms are upgraded, training will continue to be offered each quarter.

The Realities of Instructional Technology in Higher Education, or Why We All Need a Back-Up Dog

By Harry Matthews

Dr. Harry Matthews, director of the Instructional Technology and Digital Media Center, attended the recent EDUCAUSE annual conference. EDUCAUSE (http://www.educause.edu) is a national organization, whose members include many large research universities like UC Davis, promoting "transformational change" in higher education through the use of information technology. Its annual meeting draws a large number of faculty, staff, and administrators. The most recent theme was "thinking IT through." Dr. Matthews shares his impressions and lessons learned from Dave Barry, among others.

Screen Slavers

By Jeff van de Pol and Steve Ohrdinger

Networked Imaging Facility Boon for UC Davis Researchers

By Jeff van de Pol

For Rick Harris, a big idea came from the examination of something very, very small. Microscopically small, in fact.

Harris, director of the Microscopy and Digital Imaging Facility in the Division of Molecular & Cellular Biology, used his technology and computer networking skills to streamline the image production and viewing process for users of high-powered microscopes. The result is a sea change in how researchers in the Division of Biological Sciences are able to conduct and collaborate on their microscopy projects and the images they produce.

Complete story online at: http://ittimes.ucdavis.edu/nov2000/educause.html

Complete story online at: http://ittimes.ucdavis.edu/nov2000/microscopy.html
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the pilot was given UC Davis affiliate status, giving them access to the following resources:

- A UC Davis email address
- Computer-Based Technology Training courses
- Technology training courses provided by the Technology Support Program, such as network administration or Web authoring
- Access to the UC Davis Library's databases
- An assigned IET representative who they could contact with questions
- Access to an email list called help-tech that teachers could use to ask each other questions about technology and curriculum.

So far, 15 technology support staff members from different UC Davis departments have joined the new list to answer the teachers' technology support questions. This list also facilitates information sharing among the teachers about questions related to technology in teaching.

"We like to think of it as an interactive help desk," says Fellin. "They can call me if they need help or get help from the other teachers and UC Davis staff on the email list. We will provide free-of-charge consulting services to help them create technology plans for their schools and classrooms."

**The Pilot**

This pilot began with almost 50 history teachers who attended the Summer Institute on "Using the Web to Teach History," offered by the History and Cultures Project. IET made available computer classroom space for the institute, and UC faculty and staff taught the teachers how to use the Web in their classes, how to connect to the UC Davis network and use email, and how to access resources available to them as affiliates.

The pilot with the History and Cultures Project has been a success by all accounts. "The teachers love it and the technical support people responded extremely well to questions about content and curriculum," says Medina. "It's quite a nice community." According to Fellin, the UC Davis technical support staff have also found the experience valuable. More staff members have joined the list as the original subscribers spread the word of its success.

"The potential for this to serve as a scalable model for other institutions is great," says John Briscoe, Vice Provost for Information and Educational Technology. "This pilot could set the standard for how the University can support and encourage the integration of technology in K-12 curricula."

Still, there are challenges ahead. "Getting teachers involved is most important," says Fellin. "We present all of the support they will get from the campus and talk to the administrative and technology folks and give them every opportunity to get involved."

Unless teachers from the partner schools get involved, it is hard to provide them the support they need. Sometimes, all of the stakeholders involved can make communicating with the teachers difficult.

"It can be a complicated process," says Tuyotu Porter, Technology Support Program Manager, "but there is a strong need. A little help goes a long way. It's really beneficial to the school."

**The Future**

Following the success of the pilot, the program might branch out to work with local science teachers as well. Medina says that the success of the program has other subject matter projects interested in implementing some of the ideas into their programs.

For more information on the pilot or to join the mailing list, contact Fellin at gefellin@ucdavis.edu.

**Resources**

School/University Partnerships:

http:// milfs.ucdavis.edu

Area 3 History and Cultures Project:

http:// historyproject.ucdavis.edu

California Subject Matter Project:

http:// web.ucop.edu/cmmp/