

3.4.12 The institution's use of technology enhances student learning and is appropriate for meeting the objectives of its programs. Students have access to and training in the use of technology.
(Technology use)

Compliance Partial Compliance Non-Compliance

Narrative:

Institution's use of technology enhances student learning and is appropriate for meeting the objectives of its programs

Chattahoochee Valley Community College (CVCC) uses technology in many different ways to enhance student learning. As evidenced by worksheet [classroom and lab technology](#), faculty have access to technology in 89% of the classrooms around campus. The table below shows the breakdown for each building on campus. In addition to static computer labs and classrooms, students have wireless Internet access in 95% of all interior space as well as some outdoor areas around the Wilson Hall student center.

The configuration of the technology in the classrooms includes computer and presentation systems, projector, screen and audio system for instructors to view and use classroom presentations. In addition, the technology includes software such as Microsoft Office Suite and Internet connectivity for accessing electronic resources to enhance student learning.

<u>Building</u>	<u>Number of Computers</u>	<u>Number of Projectors</u>	<u>Wi-Fi Accessible</u>
IPAC	212	17	Yes
Wallace	64	5	Yes
Fine Arts	18	2	No
Brassell	39	8	Yes
Owen (LRC)	92	2	Yes
Key	1	1	Yes
ITC	18	2	Yes
Totals	444	36	

Some of the specific technologies the College uses to enhance learning are Blackboard, Camtasia, Pirate Mail, Pirate Web, COMPASS, MyReadingLab, MyMathLab, WorkKeys® Assessment, EAMC Cerner, Virtual Library and various certification-preparatory software as outlined in the sources below. Students can access these technologies through CVCC's webpage. Technology training and assistance for faculty and students are available from the main webpage, Blackboard, and on-campus training and support. On-campus training and support are provided through the Information Services Department, Pirate IT Help Desk, Coordinator of Distance Education, and the Blackboard Administrator at badmin@cv.edu.

Questions dealing with technology and technical support were included in the [Student Satisfaction Survey](#) to determine the level of students' satisfaction of CVCC's technological infrastructure; the results are shown in the following table.

<u>Question</u>	<u>Strongly Agree/ Agree*</u>	<u>Strongly Disagree/ Disagree*</u>
Computer labs are adequate for assigned tasks	95%	5%
Classroom facilities of the College are adequate	96%	4%
Electronic information access at the LRC is adequate	96%	4%
	<u>Very Satisfied/ Satisfied*</u>	<u>Very Dissatisfied/ Dissatisfied*</u>
Satisfaction with computer labs	97%	3%
Satisfaction with CVCC Website	96%	4%

* Percentages were calculated without “No Opinion” responses

Questions dealing with technology training, instructional labs/classrooms, and information technology support were also included in the [Employee Evaluation of College and Services](#) to determine the level of employee (faculty and staff) satisfaction. The results are indicated in the table below.

<u>Question</u>	<u>Strongly Agree/ Agree*</u>	<u>Strongly Disagree/ Disagree*</u>
The College provides adequate training for instructors	92%	8%
The College's training for Blackboard, Tegrity, and Respondus programs meets my workplace needs	88%	12%
The technical assistance provided for Instructional Technology meets my workplace needs	94%	6%
The faculty is informed of the availability of enhancements and upgrades to existing software programs	93%	7%
The instructional equipment in classrooms is adequate for instruction	84%	16%
The instructional equipment in labs/shops is adequate for instruction	72%	18%

* Percentages were calculated without “No Opinion” responses

Pirate Web

Pirate Web is a component of the College’s data management system. Students can use it to register for classes; pay tuition and fees; request unofficial transcripts; conduct program/degree evaluation or audits; and view financial information. Information about how to register is

available in the [Spring 2013 Course Schedule](#) and on the website (www.cv.edu). The website provides links to documents and captured-screen shots providing information and answers to frequently-asked questions. The website also provides email addresses and links to which students may send requests for technical support. Alternately, students may call the Blackboard Administrator, Coordinator of Distance Education, or the Information Services Department between 7:30 am and 5:00 pm for assistance during the week. Additional technical support is available through the Pirate IT Help Desk, which was implemented in Fall 2012. Students may seek solutions during scheduled times for problems ranging from accessing Blackboard, Pirate Mail, online registration, and more.

Email

Chattahoochee Valley Community College's student email system is called [Pirate Mail](#). In the 2012 Summer [QEP Student Survey](#), 51 percent of CVCC students indicated they used Pirate Mail to communicate with an instructor. Access, information, and training for Pirate Mail are available through the College's website and Blackboard. Additional assistance is also available through the offices of Information Services Department, Coordinator for Distance Education, and Pirate IT Help Desk.

Blackboard

Blackboard is CVCC's content management system used for distance education as well as traditional classes. All courses have Blackboard shells. Although instructors teaching traditional face-to-face courses are not required to use Blackboard, many instructors use it to enhance student learning. Of the 317 [courses](#) offered during Fall 2012 semester, 179 (73 percent) of the courses utilized Blackboard.

Instructors use Blackboard to disseminate information, such as captured Camtasia lectures, PowerPoint presentations, various documents, and links to other web based resources such as text-book publisher content, resources, assignments, exams, grade book, and email. Instructors also use the system for projects, assignments, exams and student interaction through discussions, threads, etc. Instructors may participate in technology training workshops provided on campus and via distance education throughout the year. During Fall Semester 2012, 100 attendees participated in training sessions covering a multitude of technology topics. In addition, all instructors can view captured lectures about Blackboard and other topics available through the online PIT: Pirate 101 course.

Chattahoochee Valley Community College offers information about distance education courses and Blackboard in the [schedule of classes](#) each semester. Students enrolled in distance education courses are required to enroll in CIS101B, which provides students with the knowledge and competencies to manipulate and use Blackboard effectively. Faculty teaching distance education courses participate in Blackboard and other technology [training](#) throughout the year. During Fall 2012 semester, nine on-campus workshops were provided on technology topics ranging from Respondus, Camtasia, AS400, to Blackboard. In addition, each semester faculty are automatically enrolled in the PIT101: Pirate Faculty Blackboard course, which offers captured lectures demonstrating processes and other helpful information for using various technologies.

Students have access to and training in the use of technology

Students have access to over 440 computers in various classrooms, labs, and Owen Hall, the Learning Resource Center. The computer labs are available for student utilization for courses such as computer science, English, reading, math, science, nursing, visual graphic design,

testing, and library services. Several of these labs are set up in an open-lab environment or general use for students to access during the day and evening hours; some labs are designated for specific function. The following table identifies computer labs either with a specific function or for general use.

<u>Computer Classroom/Lab</u>	<u>Function/Purpose</u>
Brassell 205	General Use
Fine Arts 201	Visual Communications (MAC)
IPAC107	Reading
IPAC202	General Use
IPAC204	Computer Science and Business
IPAC213	Computer Science (Networking)
IPAC215	Business and Office Technology
IPAC323	Nursing
IPAC324	Nursing
ITC 101	Applied Technology (CAD, Automotive Manufacturing, Learn Mate System)
Owen 110	Workforce Development (WorkKeys, Adult Education, and GED)
Owen Main Level	General Use
Wallace 101	Testing (COMPASS and GED)
Wallace 103	General Use
Wallace 112	General Use and Designated Math Lab

CVCC Resources

Chattahoochee Valley Community College's Online Resources	Location Online/Contact Information
Information about Blackboard username and password	http://www.cv.edu/?page_id=657
Overview of Distance Learning	http://www.cv.edu/?page_id=99%22
Blackboard Student Help	http://www.cv.edu/?page_id=660
Blackboard Faculty Help	http://ondemand.blackboard.com/
Browser and Operating System Requirements	https://www.cv.edu/?page_id=647
Learning Resource Center Resources	http://www.cv.edu/?page_id=144
Camtasia Help	http://www.techsmith.com/tutorial-camtasia-relay-current.html
Blackboard Assistance	bbadmin@cv.edu aurelia.smith@cv.edu 334.291-4920
Coordinator of Distance Education	debra.plotts@cv.edu 334.214.4866
Pirate IT Help Desk	ithelp@piratemail.cv.edu 334.214.4804

Library access to Technology and Training

Most library resources and many services can be accessed through a variety of technology requiring both hardware and software such as computer laptops, E-readers, smartphones, iPads, and tablets. As described in [CS3.8.1](#), [CS3.8.2](#), and [CS3.8.3](#), the Library staff provides training in accessing and searching online resources through the Library Website. In addition, library computer workstations offer access to institutional technologies (Blackboard, Camtasia, Pirate Mail, Pirate Web), all of which support distance, hybrid, and traditional classroom learning.

Library resources and services can be accessed through the library online catalog, the library website, the library blogs, and the library Facebook page. Students also have access to [online tutorials](#) providing assistance with accessing online resources. The library website is also linked in Blackboard for easy access by every student taking distance learning courses. The following table identifies access methods by resource category.

Resources	Access Method
Printed Books	Library online catalog, accessible through the library website, the LRC Resources blog, and Blackboard
Periodicals	Library online catalog, accessible through the library website, the LRC Resources blog, and Blackboard
Audio-Visual	Library online catalog, accessible through the library website, the LRC Resources blog, and Blackboard
E-books	EBSCOHost, accessible through the library website, the LRC Resources blog, and Blackboard
Online Databases	Alabama Virtual Library, accessible through the library website, the LRC Resources blog, and Blackboard
Online Tutorials	Library online catalog, accessible through the library website, the library resources blog, and Blackboard
Online Services	Access Method
Email Reference	Email to librarian@cv.edu
Virtual Reference	The LRC Blog, The LRC Library Instruction Blog, The LRC Interlibrary Loan Blog, The LRC Resources Blog, The LRC New Acquisitions Blog, the LRC Facebook
Library Instruction	The LRC Library Instruction Blog
Interlibrary Loan	The LRC Interlibrary Loan Blog
Online Catalog	Library's website, The LRC Resources Blog

SUPPORT DOCUMENTATION

[Classroom and Lab Technology](#)

[Student Satisfaction Survey Results SP2013](#)

[Employee Evaluation of College and Services Results SP2013](#)

[Course Schedule – Spring 2013](#)

[Pirate Mail](#)

[QEP Student Survey](#)

<u>List of College Courses</u>
<u>Blackboard and other training technology sessions</u>
<u>Online Library Tutorials</u>