



## **DISTANCE EDUCATION COMMITTEE**

### **Adopted Minutes**

**August 27, 2012**

**Room 101**

**3:00 p.m. – 4:30 p.m.**

Dale called the meeting to order at 3:05 p.m.

Dale Crandall-Bear, Chair; Ferdinanda Florence; Marylou Fracisco; Jeffrey Lamb; Scott Ota; Philip Petersen; Sandra Rotenberg; Robin Sytsma; Connie Adams  
Absent/Excused: Erin Duane

#### **Approve Minutes – May 14, 2012**

Motion to approve: Phillip; Seconded – Robin; Passed – Unanimous

#### **1. Introductions / Committee Representation**

Current reps are: Sandy – library; Jeff – Deans; Phil – Science; Robin – HP&D; Marylou – CTE/Business, Ferdinanda – Liberal Arts, and; Scott – IT. Reps are needed from Counseling, Math, two more from CTE/Business and one more from Liberal Arts, Math/Science, and HP&D. Sandy noted that if three reps are expected from CTE/Business and two from the other schools, maybe the representation should be revised. The Committee had agreed that quorum would be based on who is active with a de facto of one from each school at least. Phil pointed out the need for someone to communicate to each group within a school, such as math and science. Counseling and the library need one each because of school-wide issues. Dale will check with Mary Gumlia if she is actively pursuing replacement. DE instructors are needed as reps because they can bring more to the committee than instructors who are interested in becoming online teachers.

As DE Coordinator, Dale can also serve as Chair, but he requested someone else volunteer. The Committee consensus was for Dale to Chair the Committee.

#### **2. Meeting Schedule / eTeachers Meetings**

Committee members agreed to keep the meetings scheduled on the 2<sup>nd</sup> and 4<sup>th</sup> Mondays, from 3:00 – 4:30 pm and to reinstate eTeachers. The 2<sup>nd</sup> Monday will be regular DE meetings and the 4<sup>th</sup> Monday could generally be eTeachers. Dale suggested schools take responsibility to alternate hosting the meetings and coordinating the meetings, but not be responsible to do all presentations. The meetings should be useful to online instructors in all the schools.

Marylou suggested this could be a good time to begin Canvas training. She and Mary Gumlia had tried to resurrect eTeachers, but it hadn't worked. Sandy responded that when using Canvas, instructors must do their own rosters manually and the State College system is switching to eCollege. If there are serious problems with eCollege, that may pave the way to move to Canvas, but there are no guarantees now that the College will be moving there, which Dale made clear to volunteers who have moved some courses to Canvas. Sandy noted that the Committee decided to use one platform, but that was never approved by the Academic Senate and there is now a disaggregated environment with multiple platforms being used and students have to work with more than one platform. Canvas won't be free once linked in to Banner or some other integration. Dale reported he did a mandatory orientation. Most of the 80% of his students who also use eCollege like Canvas better. It is important to make sure students have instructions before getting starting. Dale has always advocated IT handle Banner and the DE Coordinator teach DE related information. He has had no problem working with two platforms. Dale will have a frank talk with Dr. Laguerre about offering orientations.

Diane White, ASC Coordinator, is looking for workshops for students and faculty and the eTeachers meetings could probably be run through the ASC. Ferdinanda suggested looking at packaging and maybe calling eTeachers "Sharing Hour". Dale asked members to think about the kind of workshops to do. He has been in contact with the eCollege liaison who admitted eCollege dropped the ball on us and thought eTeachers would be perfect, so maybe a representative could come to address eCollege changes. Dale also spoke with Heather, a Pearson rep. She is doing an eBook integration and would like to bring a presentation of practical information to online instructors. Scott opined fundamentals old and new would be good topics. Dale noted the need to embrace what is available and not get stuck. Conferences can be set up with students, videos and audio included with chats, plus screen sharing, all embedded in Canvas. It offers a great experience and confused students without the conference he set up probably would have dropped. Conferences can be set up for open or specific times and students can respond to invites. Conferences can also be captured and archived. Sandy spoke with Erin Vines last year on how to integrate with counseling. Dale opined conferences with interactive technology should be used. Students thought it was terrific and Dale felt it was like having a face-to-face class. Jeff added that would be good for evidence of regular effective contact. Some questions and answers could also be archived and repeated over and over as a great tool. Dale hopes the DE Committee will make a commitment to activate workshops. The combination of online classes, mandatory orientation, and conferences has made Dale feel much more in touch with his students than he's ever been. He will look at retention rates as instructors experience regular contact with students through Canvas. The Committee agreed to fold eTeachers workshops into ASC. Dale will meet with Diane (ASC) to discuss scheduling online workshops for teachers through there.

There are a certain number of slots for teachers to take courses with eCollege and they have been used up. When instructors don't show, which has been 20-30% of the time, the slots and money are wasted. Something needs to be done to ensure faculty use it, it has to be offered, and it is the official necessary orientation, unless an instructor is grandfathered in or vouched for. The DE budget for this should be reviewed. Jeff noted there had been approximately \$12000 for overtime, student workers etc., but he doesn't know what is available now. Money would be needed to buy more slots. If that were to be lost through transition, it would have to be replaced with something because the opportunity to faculty cannot be closed. Sandy reported that one of the goals years ago was to have our own in-house training course, but Sandy never had time to create one. Jeff suggested that, if heading to Canvas, a series of how-tos, walk-throughs etc. could be identified and a collection created, and maybe develop quizzes and bring together for Canvas training. Dale has been receiving queries from faculty regarding eCollege training. Jeff noted there are transferrable skills and at least 50% would be relevant. At least train where we are and use that down the road as well. Dale asked if eCollege could give more slots. Ferdinanda suggested, if paying for slots, maybe the department for instructors who sign up should pay a deposit to have a sense of the kind of money a reservation takes and that might help minimize casual sign-ups and no-shows. Sandy noted the College pays for the course, but not the instructor's time. Ferdinanda added the instructors need to know the cost and if they don't follow through with it, another teacher could take their course. Give instructors a deadline so the time slot can be awarded to someone else. Jeff added that now would be a good opportunity to check the budget as it is being put together. In the past, DE had about \$10,000 for training. Administration could be reminded that nothing has been received from the \$400,000 savings as promised. At least the basics of a student worker and summer work need to be covered. Dale and Jeff will have a follow-up meeting and then let administration know what DE needs.

### **3. Tasks for 2012**

#### **--DE & Accreditation (Rec #6)**

The Accreditation Commission expects us to provide comparable services for online students as face-to-face. Dale wrote and submitted a draft. The DE Committee is responsible for the Recommendation #6 online information and Dale wrote a draft. Annette will send the full Accreditation Report draft to everyone. At the Senate meeting, she stated her intention was to send a rough draft soon and get feedback from everyone before a final draft is completed.

Scott inquired if there is anything DE needs for evidence. Dale will probably need some help on data analysis for retention and success rates. Jeff noted that Peter Cammish has a Tableau report on that. It would be important to review and discuss that. Jeff reported that Amy Obegi is revamping Program Review (PR) and will disaggregate information out for the whole campus. Conversations will begin that will show what we're doing with it and can be taken back to division meetings for evidence. Data, on an agenda and discussed, how it will impact everything and plans on what to do with it could all be used as evidence.

Jeff noted another thing happening on a parallel track is the virtual Student Success Task Force that is trying to provide everything online except what is legally mandated to be done face-to-face. As with EOPS, students have to meet in person with a counselor and to sign for financial aid. It would be a good idea to know what Erin Vines has going on. Online tutoring could be a great added service. Dale suggested that each school could take responsibility for their part of Program Review, bring information back, and proceed. Sandy recommended the Committee look at the whole picture for a comparison basis to discuss before it is broken out into and then take back pieces to discuss. Marylou queried what the data looks like. Dale replied that virtually everything can be extracted and reviewed. Jeff added that, in broad terms, the same kind of Program Review data: fill; retention; efficiency; workload, and; costs can be compared. Grade distribution can be pulled from somewhere else. Jeff generated a report that looked at how individuals are doing relative to PR data and broke out if teaching online or face-to-face and how they compare in relation to the related program. Data could be on an individual instructor or department level. Dale opined it would be good for everyone to look at their data, identify some trends and bring it back. Jeff queried to what degree there should be a committed push to ensure online data is broken out to gender; ethnicity; first time students, etc. for online and compare to regular Program Review. If you just say 75% of my students passed, the question would be what 75%. The DE Committee should be an advocate for that kind of examination and conversation. Dale queried if DE should be woven in the schools' reviews or be separate. Jeff replied that both could be valuable and the DE Committee would look at it by each school or the whole College to see what more or less of courses is needed. If the College finds more students are lost than should be, then look at what needs to be done to bring numbers back in line. Or see what data shows about successful retention and students continuing to the next level. The 3-year PR rotation is staggered per schools, is published in the fourth year and Peter Cammish would have where we are in the process. If we can get that data in there, it will strengthen DE offerings, will alert faculty to challenges, and will increase conversation. Dale asked DE reps to go back to their schools and make sure DE is streamed into PR. He would like to see non-online faculty be part of the conversation to see what we're doing, how programs are filling or having great retention. Ferdinanda opined it makes sense small groups start with information and get it to the right people and PR before submitting to Peter Cammish. Dale will take on the role to work with Peter. The role of reps is to find when you're school is doing PR and ensure it's being done with those two streams of data. Jeff noted that Peter can give a good report by looking at a particular class, then show the next classes students took and how they did, identify if they're Basic Skills students etc. This can be very powerful.

## **--DE Program Review**

### **--DE & Academic Success Center**

Another issue that came up earlier was why students drop and how it would be good to have a survey. Conversation in ASC focused around student services and what kind of information to gather from students. Dale looked at how it could be done for online students at the beginning of the semester. If ASC creates a survey as planned, we would work on an online version for online students. Reps could talk to colleagues to get involved, with a goal maybe to happen in the spring and could include eCompanion as well. This could be a great way to start collecting information on our students, including why they are taking online courses. Phil could see if other schools have collected data and what their questions and delivery are to get responses. Jeff suggested mandating it. Instructors could make their first online class a unit and students will do it. There could be an opt-out function in the shell for faculty. Dale suggested maybe doing something that isn't hidden, unlike the student outcome tutorial that is hidden. Sandy noted that, if students take the optional one, she doesn't have to go thru training. Jeff added that pre and post survey results would be great to see students' perception of expectation and reality. Devise what a survey would look like. Sandy pointed out that there are learning pathways teachers can turn on or off where everything is locked down until students do something. Jeff added it can be a nice way to give them easy assignments early on, know student is there, and let them out if they're not responding so someone else can come in. Dale suggested questions such as: what do you need from this class; what have you taken in past, and; what access to a computer to a computer. Sandy noted that is asked in LR10 through Survey Monkey, as well as how fast their internet is. Jeff stated that mid-term would be a good time to make changes and for intervention. These projects will be on the agenda for next few meetings. Dale will meet with the ASC and Peter Cammish to set up process with data and bring back to the Committee.

### **4. LMS Updates (Pearson/Canvas)**

Dale reported that Kevin Cornell (eCollege) and Heather (Pearson) would like to bring presentations to faculty. Sandy suggested keeping eTeachers times (4<sup>th</sup> Monday) in place for now to ensure a minimum of the DE Committee members participating.

There are about 25 instructors interested in piloting Canvas. Some are just interested and others are building or teaching courses. About five instructors are in eCompanion, one is fully online; another 5 or 6 want to use Canvas in the spring. Dale transferred five classes with about 250 students. He worked with Banner and the eCollege roster and found it easy. ECollege is good with names and emails in columns which he pasted into the Canvas program, which allows automatic sending to each student, invites them to join the course, they click the link, create a password, and they're in. It flags students who aren't in; sends emails to those who are; he knows within the first three days who responded, and; can give out add codes. The enrollment process manually with Canvas is a smoother process than through Banner. In response to questions how Canvas would work through Banner, Canvas stated they were confident they can synchronize with Banner here as they have done on other campuses. Dale noted that he has to manually drop a student in Canvas when dropped in Banner. Marylou opined it is better to leave students in as evidence of their work so they're not totally dropped out.

## **5. Other Items**

Scott reported that in building the new College website he hasn't had a chance to deal with Solano Online. Maybe the DE Committee, Student Services or their virtual committee could look at it. Sandy replied that it should be DE which not part of student services. Scott pointed out there is a question of what online type name to use and other issues with two platforms, do we only point to eCollege for example. The FAQs and other Solano Online items maybe could be revamped. Dale noted there has been a lot of confusion with faculty and students as to where they are to be going, especially with eCompanion. Scott can address some of these things in Solano Online. With the newness of Canvas, no one has changed Solano Online, My Courses. This is our web marketing interface for students. Robin volunteered to review it.

Jeff suggested maybe coming up with a template of some kind, an information sheet for definitions of what services there are and send that to faculty. Reps would be conduits of information to their schools. It may just be a matter of nomenclature (eCollege, Canvas, online, DE, etc.) confusing people and clarification is needed of what they are and the functions. Scott also pointed out that the Mac user is never addressed at the College. Maybe we could just say right now for Macs, here is what you need to know. Dale opined that IT needs to move towards Mac. Jeff suggested a good question on survey would ask students if they are PC or Mac users. Dale reported that at least 50% of students now use Mac with heavy marketing. Jeff queried if each of the schools have time on agendas for DE reports. Dale replied that time can be requested and it will be left as an agenda item, even if there are no reports. It needs to stay on people's consciousness.

Reps should go back to their schools and:  
Find their Program Review schedule  
Call for new members  
Discuss having PR divided into DE and face-to-face

The next meeting will be held September 10, 2012.

Meeting adjourned at 3:57 pm.

DE minutes 08.27.12/ca