CALIFORNIA COMMUNITY COLLEGES
ONLINE EDUCATION
INITIATIVE

2017-May-05 OEI Consortium

Face-to-Face Meeting, Sacramento Embassy Suites

May 5, 2017

Attendees: Alyssa Nguyen - RG Group,Amy Carbonaro - Tech Center, Anita Crawley - OEI
Barbara Illowsky - OEI, Bob Nash - Coastline, Bonnie Peters - OEI
Brett Myhren - Saddleback, Brian Weston - COC,Carol Hobson - Hartnell, Carol Lashman - OEI
Cheryl Aschenbach - (Steering Committee), Cheryl Chapman, Coastline, Chloe McGinley
Dan Barnett - Butte, Erin Larson CCCC, Francine Van Meter - Cabrillo, Heidi Kolen, Foothill
Jayme Johnson- OEI, Jayme Luke - OEI, Jessica Hurtado - OEI, Jodie Steeley Fresno
Joe Ryan - Columbia, John Sills - TechCenter, Jory Hadsell - OEI, Judy Baker - Foothill
Kate Jordahl - OEI, Logan Murray - OEI, Melia Arken - OEI, Melissa Colon, Columbia
Micah Orloff - MSJC, Michelle Pilati - Rio Hondo, Renata Funke - Hartnell
Shasta Anderson - Fresno, Steve Klein - Tech Center, Tom Martin - Shasta College
Treva Thomas - LTCC, Wendy Bass - Pierce, Xochitl Tirado - Imperial, Rosemary Yoshikawa-OEI

I. Approve Agenda and Minutes

Jory called the meeting to order. There were no meeting minutes from the last meeting to approve. Those notes will be available for June 2 meeting.

II. 2017-2018 Meeting Schedule. Virtual and F2F (Sacramento) Tentative schedule for future meetings.

- Online meetings starts Sept. 30,

- (TENTATIVE) F2F Nov. 28 OR Dec. 8.

III. Course Exchange Update. Jory Hadsell

- Currently 105 colleges have moved to Canvas.

- 8 Pilot Colleges. 5 are live!

- June course review session is about to start.

- Can*Innovate will be held at American River College. Opening call for presentation on May 15th. Registration starts May 15th.

- We will meet at the OTC in June

- New Distance Ed Coordinator from Mt. San Antonio College was introduced.

Regulatory Relief.

Problem is a student must reapply to take an Exchange course, and residency must be validated. This takes a couple hours to several days. Losing students because they have to come back.

Working with DTAC to work on guideline reform. Defined the problem- Inability for the teaching college to accept the home college's residency verification. Need reciprocity which requires legislation to enact this change. Optimistic this will happen in the fall.
Then OEI can make the change on the back end and keep students in real time. This will serve students very well.

Budget.

Submitted budget proposal funding for Canvas (100%) and some of the support services. So far indications are positive and expect to be in revised budget. We will know by mid-June.

Question: Do we have a Plan B if request is denied? OEI options-request more funding. May require colleges to start paying, however this is very premature. OEI funding goes through the 2018-19 school year.

Status on colleges using OEI services chart. Getting good penetration and new services are being added. Pilot colleges get all services funded 100%. Non-Pilot colleges get Canvas 100% and purchase all other services.
Discussion: Barbara Illowsky- Need to increase the number of courses into the exchange. This is essential to the OEI mission going forward. This pilot group has the resources and need to add more courses. From the Chancellor's perspective, must add courses in order to be in the Consortium. Encourage faculty to develop courses this summer, as we need many more courses.

Perspective: Still in Pilot phase through Fall 2017. One way to expand courses is to help colleges increase the inventory of courses they have.

Exchange courses need to be CIT descriptor for transferable course that transfer to CSU. Speech/Comm lab courses have faculty disparity so not these. Gets easier when you start with one course, that gets it started. And the courses added can be more sections of the same.

Request For Application (RFA) that oversees this program specifically says, courses for the exchange need to be transferable, AND also part of an ADT. We can also focus on GE courses. This is confusing.

Two issues -What courses can be reviewed? What courses are acceptable for the Exchange?

These are minor details that will be handled case by case, MOST courses are ready to go

IV. RP Group Update by Allysa Nguyen.

Highlight of Activities for Fall 2016 Activities

- Wrapped up 2015-16 annual evaluation report.
- Went on dog and pony show to help colleges with implementation. Site visit surveys.
- Did pre-term Quest for Success surveys and end of term Canvas survey
- End of term record information. Retention rates, success rate.

Survey Results:

Areas for improvement.
- Identification of timeline. Plan for implementation of services.
- Recommendation for more information on website.
- Need more information on OEI progress and offerings; this should be more widely available.

What did we find?
- Students and faculty are generally satisfied with Canvas.

- People had great things to say about site visits. Some would like more one-on-one with management team to discuss issues with financial aid, registration.

- Still opportunities to increase awareness of OEI support services and tools.

- Success rates have been increasing over the past 3 years. Online success rates were 64.9% which is an increase of 2.2%.

- Ethnic groups success similar to state-wide trends

- Success rate for OEI pilot courses vs. statewide online sections are higher: especially the fully resourced OEI pilot courses.

Plans for Spring 2017: (Showed timeline of activities.)
- Working with Barbara Illowsky for survey questions for academic integrity tools.
- Evaluation of exchange - need participation for workgroups.
- Planning for counseling evaluation with Bonnie and Jessica.
- Administering end of term survey. Planned for end of week of May 8. Send through newsletter and links out to students.

Planning for 2017-18.
- Writing up all the Spring 2017 activities in June.

Surveys are not individual surveys sent at different times. One survey link that will be sent to students. Faculty survey will be one app. Exception is Ally specific tool, send directly to faculty working with Ally.

(These slides posted in Basecamp)
Jory: Saw impact for success rate. That's the effect of the job you are doing. Really impressed with what we're starting to see. Hope that assists with getting others involved.

Really jazzed about what we're seeing in data. Aggregate this into something that tells whole story. Thank you!

V. Advertising Course Exchange to students. How is information being disseminated?

Bob - Coastline

- Work on supply and demand - marketing. Publicly support for Exchange on Coastline website. Link sends students to landing page that has video from Autumn about Exchange. Encourage others to do marketing.
- Fresno City has link to the OEI Course Exchange for students to explore.

Example of one student's difficulty applying for an Exchange Course.
- This student had no CC apply number- Registered before they started doing that. He did CC apply.

- Had English assessment issues. English and math had been waived for Fresno College. They overrode.

- Physical Geology no lecture. At Fresno, it's a combo. Bob sent him $25 gift card.

Discussion:
- Need more traffic so students can get through. Need to increase demand and supply.

- Have link to google doc that has list of college and what's available.

- If Coastline has 4 courses, and Fresno has 10, anyone at Coastline can take Fresno's 10 and anyone at Fresno can Coastline's 4 courses.

- Ghost enrollment - if student never completes progress, it creates null. Show where the student is in process - working to improve it and make it more user-friendly.

Treva: When she saw students who were in process, she wanted to reach out to students. Application for CCC apply is one of the roadblocks. Track how many students they lose in that process.

Clinton, Butte College - no other schools are actively enrolling students. Anyone open for registration or when will you open registration? Jory: No one else is open for Fall.

Michele: Do we have master list? Kate Jordahl presented registration dates (below)

Jory: Introduced strategic outreach advisor, JC Salles, working on outreach. Heard from Pilot Colleges more help is needed with media resources and advertising. And then the OEI is hiring for someone for Communications.

VI. Different Calendar Schedules for Different Colleges. How are we handling this? Kate Jordahl

Scheduling Issues. Kate displayed the staggered dates for priority registration.

- Fresno City, April.

- Ventura, May 30,

- Coastline June 12,

- Lake Tahoe August 14.

Discussion:

- Can priority dates be listed on the exchange in one place?

- Colleges start dates vary. This can offer opportunity to students for late start courses.

- Summer students need to be registered at their home college to enroll in an exchange- can this requirement be dropped for summer

- Some colleges are going to a one year calendar

VII. Workgroup Discussions

VIII. Lunch

IX. Reported out re: workgroup discussions during lunch

Master Agreement workgroup:

- Health fee duplicated in both colleges. Bonnie commented that health fees are not an OEI decision, must be determined at the college board level.

- What to do to compensate faculty for designing, reviewing, etc.

What to do when a college is only a home college OR only a teaching college. May need to make a policy that you can be a teaching only OR must be both. Not a home college only. Some colleges are too small, so maybe exception.

- Is it a priority to be ONLY a home college? Get all benefits, but don't teach. What happens when a college starts as a teaching/home but then can't continue to teach, what then? Maybe not get the benefits, and can still be a home college?

- Consider not using alpha to rank colleges (use more random ranking ex. Same discipline)

- Legitimate reason to be only a home college. Teaching only college is getting ETFs but don't give opportunity for their students to attend. Need to be a full partner?

- Class got cancelled, and adjunct did the work to create a course and approve the class.

Communications Workgroup

- Treva: Just finding information. The one-stop shop. Find something in the morning and then can't find in afternoon. Tools need to be available at all times. Basecamp - don't' know what version. JC will be working on that.

- Clear with checklist and clear with what they need. Coming up with way to navigate through communication that is easy and consistent. Not just for students but for everyone. Point to single resource.

Evaluation and Data Workgroup.

Reviewed the results of the surveys and discussed going forward using analytics from current verified surveys.

Enrollment Workgroup:

- No issues now.

- How many seats do we set aside? Some schools may have unique courses that may appeal to other schools. Need to think about his.

- Questions of early adds. Seats are all filled by early reg. and can't stop students from enrolling.

- Need to set some rules, might want to write up some short narratives for schools that are interested in joining, they could see what is involved. Invite them to know what they're in for. The Consortium may not be the right thing for them at this time.

Kate: add the process to make changes. When to make changes? How to make changes?

X. Consortium Agreement

By early fall, getting agreement solidified.

Kate: process by which changes would come to the agreement.

- Recommendations would come by January.

- Look at Feburary and March. By April or May, would vote.

- Dealt with by end of fiscal school year.

XI. Bonnie Peters. Student Services Update.

- Cranuim Café connect, major update on their UI interface. More user friendly updates, working on making updates/changes/improvements. They met to show updates.

- More schools are implementing and implementing faster.

- Cranium Café has hired a person. Evaluating professional development training. Trained many counselors each week. New session starting May 15, training course. Updating course with less text and more video to be more dynamic. Getting survey. Counselors can try it out once they have card sets. Encourage people to try it out.

- Student Request Form (Financial Aid form) which is a temporary fix until Financial Aid is set up. Form created to get rules and find out how you combine units. Each college is expected to customize form.

- Change in permissions level. Currently, there is just one level. Maybe financial aid directors can have different level. Next iteration will change How does financial aid know how to combine units? Number of units at home college. Currently at 3. Financial Aid would like that to change to six. There is language that limits number of.units that can be taken at "other" college Limited to two extra classes per semester or quarter.

XII. Opportunities and Challenges.

Barbara Illowsky. VeriCite review-some still like Turn-it-in. How can we make VeriCite better? Ex. VeriCite result shows 20% plagiarism, where Turn-it-in showed 80%. Logan will follow up. Looking into another annotation tool-"Critique It". Webinar on VeriCite is on a Basecamp, and invited anyone to join. Send request to Logan Murray, lmurray@ccconlineed.org

Michele Pilati: Told Monday, about two weeks away from testing exchange. Found out later there are additional layers of exchange. What does that do to timeline?

John Sills: For Rio Hondo, they are ahead of the curve. Shouldn't impact deadlines. As far as testing, need to set up project Glue. Do entire end to end testing on system. Looked at student work and figure out every scenario. Visitor visa, incarcerated. 43 decision points in workflow. Quality Assurance engineer who only does that and tests every one of them. If there is unexpected result, create bug report. One they're satisfied with that system, they will turn over to that school and can set up those same students so each school can run them. That testing can take a lot or little amount of time depending on how many you want to set up. Quality engineer said he'd have it done by end of day. Seventh college being work on. Producing documentation that can walk each person through it.

At that point, can turn it over to college's quality engineer. As of Sept. 25th, when live each college will decide whether it's ready to go into production or not.

Question: Is college testing it duplicative?

John Sills: Has limited access to student's side. Has to build set of test data in system to test it because he can't . Entire set of 43 students that he's already tested and each college can retest if they wish. Treva and Jodie didn't feel the need to retest them all. Find odd man out like Josh.

Update on Ally

Jayme: Ally is in process. Pilot runs out on June 30th. Blackboard has become part of the mix. There is lot of desire for Ally tool. He feels satisfied and is collecting data. It just came out of

Beta testing. It will give you support to do what you need. Confident that it will serve needs of faculty. Interesting potential for partnership. There will be conversions in next coming weeks. Will bring back to Consortium for final approval. Want to respect process.He would like to have it available by next Fall.

Question: Have you used Ally with one of submitted courses?

Have not been able to use Ally for any courses submitted for exchange. Basically, functionality that we really need. Judy Baker has been really helpful with giving him bugs, wish lists.

Ally automatically creates alternatives. It doesn't put those into the course. Ally keeps all of this into the Cloud and doesn't automatically put into Canvas. Has great potential for doing audit for seeing where problems might be. Faculty are worried that it creates evaluation process for them to go through.

Question: Coastline has four courses active in exchange. Students went a few steps into process and then aborted. They have college codes that aren't Coastline. Can we follow up?

Turn It in

Student paper database. College could coordinate with other colleges to increase the size of that student paper database. As more papers, it becomes more accurate.

With training, Vericite has monthly webinar. With support, Vericite asks that there be one or two people set up for Tier One. They don't anticipate a lot of support tickets/issues. Proctorial support - there is support through their website, Proctorio.

Recommendation to have both sites is being discussed.

FERPA - is it necessary to have agreements with these third-party websites when dealing with student data on websites?

Jory: All of vendors have been vetted. The policies that are up there right now are general policies. Some of these sites have ability to create individual accounts. We go through our websites. They do limit the amount of information that is available.

Bonnie: If you're in partnership with a vendor, FERPA extends to that vendor.

Jory: Physical security to their business as well as virtual.

XIII. Closing Remarks:

LeBaron: Comment to Jory - extremely impressed with work you've done. Confident that he will solve all of these challenges. "You guys are amazing. We have the right people in this room."

The next meeting is via Zoom on June 2nd.