

OEI CONSORTIUM – MEETING MINUTES

APPROVED BY CONSORTIUM - 10.13.2017

Friday, September 08, 2017 • Sacramento, CA
Embassy Suites by Hilton Sacramento Riverfront Promenade

Consortium Attendees

Jose Aguinaga, Judy Baker, Dan Barnett, Wendy Bass, Autumn Bell, Lindsey Bertomen, Time Botengan, Cheryl Chapman, Meghan Chen, Melissa Colon, Renate Funke, Jory Hadsell, Cathy Hart, Del Helms, Carol Hobson, Eric Ichon, Kate Jordahl, Jim Julius, Steve Klein, Jon Knolle, Erin Larson, Carol Lashman, Gwendolyn Lewis Huddleston, Rachel Mayo, Carrie Monlux, Logan Murray, Brett Myhren, Bob Nash, Alyssa Nguyen, Micah Orloff, Bonnie Peters, Michelle Pilati, Susan Rhi-Kleinert, Brian Sanders, Justin Schultz, John Sills, Jodie Steeley, Treva Thomas, Xochitl Tirado, Francine Van Meter, Brian Weston, Beraki Woldehaimanot

I. Approve Agenda & Meeting Minutes

The current agenda was approved by consensus; no revisions. Feedback was received to provide a more standardized format for meeting minutes. The previous meeting minutes (08-11-17) will be revised and brought back for review at the next meeting (10-06-17). Specific requests for revision to the previous meeting minutes should be directed to Kate Jordahl (kjordahl@ccconlineed.org).

II. Introductions

Consortium members introduced themselves.

III. Online Education Initiative Updates – *Jory Hadsell*

a. Budget

The Online Education Initiative (OEI) did receive additional funding – from \$10M to \$20M allocation. This allocation allows the initiative to fully fund the cost of Canvas for all CA community colleges.

b. Staffing Update

The Administrative Assistant for the OEI will no longer be with the initiative as of 09-08-2017. Due to this staffing transition, clear information about how to reach out and request information will be sent out soon. Final interviews for the Director of Communications and Partnership Development will be finishing up in the next week. Recruitment has begun for the Dean of Academic Affairs – this position will focus on working with the colleges to bring more courses to the Course Exchange.

c. Course Exchange

Colleges were reminded to submit the Course Exchange V2.0 Questionnaires, if not already completed. User Acceptance Testing (UAT) is currently on hold for the colleges that have already completed the V2.0 questionnaires. It was noted the CCC Technology Center will not release CE V2.0 in production until they have a chance to test at least 1 Banner college and 1 Colleague college. Until this occurs, there will be a lull in additional schools not already live in the Course Exchange testing their own production environments.

The URLs for the Course Exchange are currently quite lengthy – OEI staff is looking into getting a shorter (e.g. Bitly) URL that links to the original URL. An alternative solution was shared in which the individual college webmasters could also be asked to create redirects at the local level.

Insofar as promotion of the course exchange, OEI staff are currently looking at the possibility of a physical (or virtual) postcard that can be handed out to students to promote the Course Exchange, along with

possible Facebook and social media promotion. It was also noted that we know students will sign up for a class, but may not see the Course Exchange link at the very moment they register – ideally a secondary pathway should exist for students to access the live Course Exchange at their home college. Attendees requested development of a mechanism for real time access to the courses live on the Course Exchange, as this will affect marketing/promotion, particularly with counselors.

The Reports Section of the Course Exchange Administrative Dashboard was demonstrated. Under Enrollment and Registration, the following clarifications/additions were requested:

- Is the Student ID noted the Home College ID? What is the local student identifier?
- Can a column be added to indicate each student's Home College?
- Can a column be added to indicate each student's Teaching College?

d. Update from CCC Chancellor's Office

AB637 passed unanimously in both houses and is now on its way to the Governor's desk. If approved, it would go into effect on 01-01-2018. This would allow for cross-enrollment and the transfer of student data – teaching colleges would be able to accept the residency verification of the home college. Overall, this would remove the secondary application steps and students would be able to enroll in the Course Exchange in real time.

e. F.L.O.W. Update

A committee has been formed at the Chancellor's Office called F.L.O.W. (Flex Learning Options for Workers). Jory Hadsell and Joe Moreau currently serve on the committee as OEI representatives. Other committee members include Michelle Pilati (representing Academic Senate), Treva Thomas (OEI Consortium) and Cheryl Aschenbach (OEI Advisory Committee).

Following the first meeting, it is clear that this initiative is aimed at targeting a different student population than who the CA community colleges are currently serving. While the discussion appeared to be very workforce-oriented, there was a lack of clarity around the exact demographics of this new student population. There was emphasis that the Governor is looking for something that is a different model than how the CA community college system currently serves students.

Initial feedback was to request that nothing happen to the OEI, as the initiative is a potential resource – e.g. a foundational platform that can be leveraged. The work that our distance and online education programs across the state are doing is critical and there was not an expressed desire to supplant that.

The following is a list of concerns and/or idea for further discussion brought forth by the consortium:

- Is the idea that a new (potential) charter school would be a physical location or fully online?
- There are courses in CTE that are not distance learning / distance education appropriate.
- If a new entity is created, there should be a mechanism to feed those students into the existing 114.
- If there are General Education requirements, could this new entity take advantage of Course Exchange?

IV. Consortium Agreement – *Kate Jordahl*

The following draft version of the Online Education Initiative (OEI) Consortium Agreement was reviewed:

https://docs.google.com/document/d/1pWytw1wChCruWuGRKsstsOm-T-T2g0RyKxINpN3D_7w/edit

This draft merges the original MOUs into one streamlined document that can be signed, but allows for changes/revisions to individuals articles within the document (if/as needed). It also solidifies what happens when the pilot ends and informs new colleges of the expected level of commitment. For the pilot colleges, the existing signed MOUs are valid through the end of the pilot. Keeping this timeline in mind, the goal is to have this draft document in a finalized state so there will be time to get through the local approval pathways.

The following clarifications/revisions were suggested:

- Exhibit B – # 1, #2, # 6 (Page 5) – Provide clarification on the extent of services – “It is the intent of the OEI ... to provide these resources on a larger basis (to the greatest extent possible), not just limited to Course Exchange courses, but here is the minimum that we will provide...”
- Exhibit C – Section E (Page 8) – For C-ID designation, should more generic verbiage be added in the face of future possibilities? Perhaps add “if it is a course that should be C-ID approved, then it needs to be C-ID approved”.
- An indemnification clause is still missing from the document, in the possible event of a data breach.

As part of the continued development of the consortium agreement, it was suggested that a comprehensive FAQ document be created as a way to collect fears, concerns, testimonials. It could provide a quick summary of the services gained through participation as well as a reminder of what will happen if a college opts out of participation.

The tentative goal for review and approval is to continue revisions and final discussions for two weeks following the current meeting and present for approval at the next meeting.

V. Student Services Update – *Bonnie Peters*

It was noted that once the outcome for AB637 is determined, the OEI staff will work with the CCC Chancellor’s Office on the associated business practices to operationalize the piece of legislation. It was emphasized that this work is critical before any technical work can be completed.

Student Services representative in the OEI Consortium is still lacking – as such, it is harder to get the college Student Services staff up to speed when none of their representatives are involved in the discussion. A reminder was made that the heart of the Course Exchange is the registration process, i.e. Student Services.

The question of whether or not Student Services representatives should be invited to the next OEI Consortium meeting was posed. It was suggested that the colleges who currently do not have a 2nd representative at the meeting reach out to their Student Services contacts. It was also determined that for the next online meeting (10-06-2017), each participating college will invite a Student Services representative to attend for the first part of the meeting. This will allow for targeted discussion around Admissions & Records and Financial Aid issues while those parties are online.

VI. Course Exchange V2.0 Training – *Autumn Bell*

It was shared that there are currently 64 Course Exchange ready courses. Moving forward, there will no longer be review cycles – as soon as a faculty member is ready, he/she can submit the rubric and move forward, via recorded tutorials and rolling review meetings. The college with the 100th Course Exchange ready course will receive two bottles of champagne (or prize of equivalent value) – one for the faculty members and one for the SPOC.

The following professional development resources are in development:

Video Tutorials

- Logging In as a Course Exchange Administrator
- Editing your Course Exchange School Profile
- Customizing Course Exchange Student Messaging
- Managing Term Information in Course Exchange
- Adding Courses to the Course Exchange
- Enrollment Management: Adding Sections & Seats to the Course Exchange
- Course Exchange Reports

Webinars

- Course Exchange V2.0: What's New – *For Course Exchange Administrators in V2.0*
- Course Exchange Admin Training – *Setting up personnel who will have an admin role in V2.0*
- UAT in CE – *For personnel who will test given logins to perform User Acceptance Testing (UAT)*
- Financial Aid & the Exchange Student – *For Financial Aid admins/staff working with students/reports*
- Getting the Courses You Need through Course Exchange – *Personnel who may be answering Q&A*

VII. Academic Affairs Update – *Jory Hadsell*

a. Proctoring Network

At this time, 17 colleges have signed the MOU to participate in the proctoring network, which allows for no-cost proctoring for online students at the participating colleges (which includes consortium and non-consortium colleges). Each college will also receive 2 Chromebooks preloaded with Proctorio. @ONE will be increasing the amount of professional development available to those using the proctoring services.

b. OER-Enabled Sample Course Shells

The plan is to have approximately 25 open stacks OER textbooks completed in the next month. A list will be shared with members of the OEI Consortium.

c. Academic Affairs Workgroup

The Academic Affairs Workgroup is looking at a few services of interest and will bring in updates and recommendation to the next meeting (10-06-2017).

d. Additional Courses on Course Exchange

There was support for the proposed formation of a subgroup of representatives from the colleges who would be involved in making some of the local enrollment management decisions. This subgroup would serve as a forum for conversations about what courses and what types of courses should be offered on the Course Exchange. Overall, there is a desire to understand the needs of the colleges. More information on this subgroup will be shared within the next month or so.

VIII. Workgroup Formation & Report Out

Attendees volunteered for one of four workgroups, each with an assigned discussion leader. Following lunchtime discussion, each workgroup reported out to the larger group.

- Charter – Master Agreement – Structure (*Jim Julius*)
 - o The workgroup is ready to work to finalize the OEI Consortium Master Agreement.
- Communications (*Melissa Colon*)
 - o The workgroup would like an opportunity to have the new Director of Communications & Partnership Development meet with the consortium and find out what they want communicated to Canvas regarding changes/recommendations.
 - o The workgroup would like to see the development of a comprehensive FAQ – perhaps a GoogleDoc of what is working and best practices.
- Evaluation & Data (*Alyssa Nguyen*)
 - o The workgroup would like there to be leveraging of data – looking at fill rates for online courses and planning for what specific courses should be brought to the Course Exchange.
 - o The workgroup would like there to be a re-design of the end-of-term survey going out to the colleges – alter the focus to be student and faculty experience oriented, not simply experience with a specific tool or platform.

- o The workgroup called for standardization of terminology (particularly with surveys), as colleges may not be using the terminology that is used on the various assessment documents.
- Enrollment Management (*Michelle Pilati*)
 - o The workgroup wants to ensure that courses available in the Course Exchange are meeting needs and not just what individual colleges want to offer (e.g. development of criteria) – the courses should also be accepted by transfer institutions.
 - o The workgroup called for monitoring of registration over time – assess supply and demand.
 - o The workgroup called for discussion and guidelines around taking turns with offerings, particularly for low-enrolled courses.
 - o The workgroup called for discussion around criteria for online CTE courses (if not C-ID).

IX. CCC Academic Affairs Update – *Erin Larson*

LeBaron Woodyard and Theresa Tena are currently in discussion around putting together a workshop in conjunction with the Institutional Effectiveness & Planning Initiative (IEPI) specifically around Distance Education and pathways – this will likely be larger than just one workshop as there are a variety of discussion topics.

The California Guided Pathways Project was also noted: <https://www.caguidedpathways.org/>
This was noted as participating colleges documented their work with the OEI in their proposals.

X. Opportunities & Challenges – Open Discussion – *Wendy Bass*

a. Miscellaneous

NetTutor

- In order to publicize the use of NetTutor, it was suggested that the Canvas help menu be customized to include service information. It was also suggested that faculty post assignments to use NetTutor.

VeriCite

- The software has been updated to its new user interface – there was interest in more information on how to transfer the database from Turn-It-In to VeriCite, particularly migrating student paper repositories, either automatically or manually. It was noted that many of these issues will be unique to each college.

b. Promotion & Communication of Course Exchange

It was suggested that emails go out to all counselors at the live colleges regarding promotion of the Course Exchange. OEI Student Services is currently in contact with all the counseling leads at the colleges and has been promoting cross-enrollment via Course Exchange. OEI Implementations offered to meet in-person with the counseling departments at the live colleges.

c. End-User Support Plans

As colleges move into the User Acceptance Testing (UAT) phase of Course Exchange implementation, technical support will be through the End-User Support Team at the CCC Technology Center. This team will continue to support the colleges once they are live on the Course Exchange.

d. Colleges Joining the Course Exchange

At this time, OEI Implementations is setting the stage for colleges to indicate their interest in joining the OEI Consortium. Faculty, staff and administrators who have expressed interest in joining have been tracked (as a reference), but no formal announcement has been made through the standard channels. There has also been discussion around holding orientation webinars once an announcement has been made.

The goal is to allow colleges to formally express interest, not just an individual faculty member or administrator. This process would involve an application packet with the OEI Consortium Agreement as well as instruction on creating local implementation teams. It was noted that the criteria for joining the OEI Consortium developed by the Advisory Committee would be used to prioritize colleges upon completion of their self-assessments and/or statements of interest.

It was also noted that one of the original 24 colleges elected to renew a multi-year agreement with Blackboard (despite the pilot requiring adoption of Canvas); as such, that college is no longer participating and no longer receiving OEI resources.

It was agreed that broader discussion was needed around the topic of the number of seats on the Course Exchange for an individual course. The general agreement amongst the colleges was to put five seats, but there may need to be a formal mechanism for assessing need for low demand courses at a college.

XI. Closing Comments

Upcoming Meetings:

- October 06, 2017 – Online OEI Consortium Meeting (invite Student Services; first 30 minutes)
- November 03, 2017 – Online OEI Consortium Meeting
- November 28, 2017 – F2F OEI Consortium Meeting, Costa Mesa CA (prior to DET/CHE)
- January 19, 2017 – Online OEI Consortium Meeting
- February 23, 2017 – F2F OEI Consortium Meeting, Sacramento CA
- March 16, 2017 – Online OEI Consortium Meeting
- April 20, 2017 – Online OEI Consortium Meeting
- May 11, 2017 – F2F OEI Consortium Meeting, Sacramento CA