ISIT Report — September 2012

Issues impacting students and teaching

1. **Policy and procedure language that encourages innovative but "safe" use of instructional technology**—will be formally approved at the October meeting. [We thought it had been approved at the April meeting but the minutes and the co-chair notes do not show a vote was taken.] Here is the current version:

   Media Services (MS) and Information Services (IS) want to facilitate effective use of new technology in the classroom. Both departments want to make sure the new, creative, or innovative technology works with existing infrastructure. In order to communicate the desire to pilot new technology in the classroom, faculty/departments should follow this procedure:

   1. Create a short proposal (proposal form link) to include the term of time for the pilot program (semester) that the equipment is to be used (start and end date), what the equipment/technology is, who will fund it, what impact it will have if not provided and send to IS or MS (or both, if necessary).
   2. Set up an informal meeting with IS or MS (both, if necessary) to discuss deployment/installation and support. This meeting is where IS/MS will provide information on the impact to existing infrastructure.
   3. As you are using the technology, determine a process for providing feedback throughout the term with both the department and IS/MS to determine if the pilot program is successful or not. If pilot is successful, department should make recommendations of ambassadors who can assist IS/MS in working with the technology as it is deployed elsewhere on campus (if funding is available).
   4. If this process is not followed, the pilot program may not be supported by IS/MS.

   Standards-based equipment is selected based on functionality, availability, price and flexibility in use with other pre-existing equipment. The Information Services and Instructional Technology Committee (a shared-governance committee) can also make recommendations. Standards are finalized by Information Services and Media Services.

   Media Services and Information Services are not required or expected to provide support for any software or equipment that is not both (1) purchased with college funds and (2) approved by Media Services/Information Services prior to purchase and (3) do not meet campus standards.

   However, Media Services and Information Services do not want to prohibit or stifle creative and innovative use of technology in the classroom. We want to encourage faculty to pilot new technology as long as MS or IS (or both if necessary) are included in the process. The reason for including them is to ensure that the new technology will be compatible with existing infrastructure. At the conclusion of the term, experienced

ambassadors or points persons can be contacted by both IS/MS and other departments to seek advice on using the technology in their areas.

2. **Moodle v2.x is now being piloted**—with real students by Bill Moseley and Leah Carter in their online courses. All other moodle users are using Moodle v1.97. Content from v1.97 ports over fine to v2.x. No major problems have been seen and v2.x seems to solve many of the limitations identified in last year's usability study by an ISIT taskforce. Now work needs to be done on taking care of all of the links into InsideBC and BanWeb. A spring launch date for the rest of the college seems a bit too ambitious as the programming task falls onto a single programmer at the district information services who has other responsibilities as well.

3. **Our one-card system for financial aid, campus ID, and printers**—is going away after this academic year. Kern Schools Federal Credit Union (KSFCU) disburses federal financial aid via a card that we also use for our campus ID and pay-for-print system. KSFCU wants to get out of the federal financial aid disbursement and a leading contender for that service at the college will be Sallie Mae. Unfortunately, they do not use a card system, so we'll need to return to making our own campus ID/printer cards in-house like we did in the past.

4. **Closed captioning of audiovisual materials—**is no longer funded by Media Services. Departments needing to close caption their AV materials will need to secure funding for the process themselves.

Other Items of Note

1. **Need for training in the technology tools we use everyday—**was a clear message from the technology forums held last year as part of our accreditation self study process. Information Services will be investigating effective ways of training all employees in more efficient and helpful ways in using the Microsoft Office suite (Word, Excel, Outlook), InsideBC, Exchange public folders, and the campus voicemail system. The new faculty in the past two years have received training on these tools as part of their new faculty seminars. Now, how can we get that training out to the "more seasoned" faculty and staff?

2. **Department codes will be installed on the hub printers—**by the spring semester so that we can better track department usage of printer usage outside of the Graphics Center. As part of the re-org last spring, all of the printing services now falls under the supervision of the Public Information Office, so PIO will be working with Information Services in installing the department codes for all hub printers.

3. **The BC_ADJUNCT listserv—**will now be maintained by Information Services using information drawn from Banner. The old adjunct listserv was made of separate smaller lists maintained to varying degrees by individual departments. The new method will create a single master list from Banner data accessed at various points throughout the semester to make sure the list is current. The BC_ONLINE listserv (for all online instructors) will also be maintained by I.S.

4. **Media Services and Distance Education—**were consolidated under Information Services as part of the re-org last spring/summer. The LRIT dean position was deleted

along with the administrative assistant position. Todd Coston, director of Information Services, now provides administrative oversight of those areas.

5. **ISIT Goals for 2012-13**—are listed in the table below.

ISIT Committee Goal	Discussion
1. Develop at-risk student flag system for online courses.	Accreditation Standard IIA actionable improvement plan (AIP #2) includes this goal as part of enhancing the quality of online distance education courses. One possible system to model our own system after is at Indiana University-Purdue University Indianapolis that uses a three-color warning system that is visible every time a student logs into the university's website or logs into a class' website. AIP #2 says that Bakersfield College will include the appropriate support to implement: developing an online student orientation system for students in online courses, developing a student signal alert system, developing an online tutoring program, increasing counseling services for online students, and developing faculty training in pedagogy of online teaching.
2. Get approval for + hire Faculty Director of Extended Learning Technologies	One of the recommendations of the ISIT taskforce that studied how to improve the quality of our online courses was this faculty position. Discussion of this is included in the 2012 accreditation report under Standard IIA. Money to pay for this position is a hurdle, of course.
3. Improve process of communication between faculty and Information Services on what software needs to be put in computer labs, so that it is done in a timely manner before spring semester ends.	Communication is an ever on-going problem at Bakersfield College so we will continue trying to find a more effective method that will actually be used by faculty in a timelier manner than the current process.
4. Fine-tune the Technology Request form ("ISIT form") in APR and improve the process of how the form is distributed with the APR and data are entered by the departments.	The ISIT form was distributed with the APR form this year but it remains a separate Excel spreadsheet with drop-down menus. Those department chairs who did fill out the form last year indicated that the form was straightforward. This academic year, the APR was due to the deans by September 7th for them to check for completeness before forwarding them on to Institutional Research and Planning. The forms are due to IRP by September 21st.

5. Develop a "Best Practices for Online Teaching at BC" checklist document.	The checklist would be something for instructors to use when setting up a course so that they know what we think works best and helps students most. It would also be helpful for face-to-face instructors and administrators to use in evaluating the pedagogy of an online classes. [San Diego Community College District has a checklist](#) that a task force will use in developing the one for BC. One thing we know the checklist will need to include is a recommended workaround procedure enabling waitlisted students to participate in the online class until we get the other two colleges agree to letting their waitlisted students access to the Moodle shell.
6. Get all KCCD colleges to give waitlisted students equal access to their online classes as the enrolled students.	Currently, waitlisted students in online courses are not able to participate in class discussions or submit assignments in online courses. It is college policy that waitlisted students in face-to-face courses must attend classes and participate in the face-to-face courses or they can be dropped. It should be the same for online courses. Equal access in online courses is not an accreditation standard so we will investigate if this is a Title V requirement.
7. Increase wireless coverage and capacity on main Panorama campus.	The college will investigate use of SRID (Measure G) bond money and in the science and math areas, we will use some of the STEM grant for increasing wireless coverage/capacity in Science-Engineering and Math-Science.
8. Re-allocate computers to desktops as computers become available.	This is on-going. Can we use a multi-tiered approach so that we can put newer machines on *some* office desktops instead of always re-allocating old computer lab computers to the desktops? We recognize that not all computer labs (or the Computer Commons) need the latest and greatest computers and that some "power users" on campus do need faster computers than other users. Still to be worked out is how we determine who those power users are in a rational way that is agreeable to all. Software needs (i.e., what hardware the requested software requires) will be a prime consideration in the decision making along with network cabling and power needs but what other criteria should go into a multi-tiered allocation process needs to be worked out.

6. **ISIT members available for Accreditiation Visit**—include Todd Coston, Kirk Russell, Leah Carter, Kristin Rabe, and Nick Strobel. They can meet with the Accreditation visiting team on Tuesday, October 23rd from 12:30 to 2:30 PM.

last update: September 18, 2012 (added Kristin Rabe to last item)

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Document author: Nick Strobel
Math-Science 101 (Planetarium), 395-4526