Information Systems and Instructional Technology Committee

MINUTES (Unapproved)

Date: 09/13/10

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs**: B. Moseley, B. Suderman **Reps:** J. Ahl, T. Bohan, J. Carpenter, L. Carter, A. Chiang, L. English, J. Hart, D. Jorgensen, T. Lovelace, E. Miller, I. Stierle, N. Strobel, K. Rabe, K. Russell **Ex-Officio Member**: D. Barnett
Recorder: C. Sifuentes **Absent**: G. Cluff

1. **Review and approval of minutes:** The meeting opened at 2:33 p.m. The minutes for May were approved.

2. **Additions to agenda:** CCC Confer was added to the agenda.

3. **Committee charge & member expectations:** Introductions were made around the table. The charge of the ISIT Committee was reviewed. It was noted how important attendance was at committee meetings in order to make sure your department is represented.

4. **Campus updates:** Paperwork to fill the Director of Information Services position on campus went up in July and has been signed by all required campus administration. It's possible that we may get an Interim Director of Information Services during the recruitment process for the permanent position.

   There is a rumor that the District is looking at "consolidating IT" across the district. Chancellor's Cabinet had a day long retreat in August. At that retreat they discussed who supervises whom for all areas (Human Resources, Information Technology (IT), etc). A group has been formed to discuss the IT area specifically. President Greg Chamberlain is the Bakersfield College representative for that group. At this time there is no plan to centralize IT functions. Members were encouraged to express their opinion on this topic to President Chamberlain. One member expressed a wish to keep IT "the way it is now."

   Action: Bill Moseley to draft a letter from the ISIT Committee to President

Chamberlain discussing the committee's concerns about the possible centralization of IT and send draft out to committee for review. Bill then to send letter to President Chamberlain.

Action: Members to e-mail Bill Moseley no later than Wednesday, September 15th with specific concerns they would like to be included in the letter to President Chamberlain discussing the possible centralization of IT.

A copy of the "ISIT Needs" form was distributed to the committee members. Members were reminded as to how this form came into existence (see October 2009 minutes). The form is due along with your Unit Plan on the following dates: October 11th for instructional areas and November 11th for non-instructional areas. These forms are to be reviewed by your instructional dean prior to being turned in. THE "ISIT Needs" form is to be sent to Bonnie Suderman. The group was asked if the form needed any changes. A column that asks "Do you have funding for this in your budget?" needs to be added. Some additional minor changes were suggested. The form will be sent at the end of the week to relevant staff for completion.

Action: Members to send suggested changes to the "ISIT Needs" form to Bonnie no later than Thursday, September 16th.

The topic of emergency equipment was briefly discussed. "What is the strategy in place to cover equipment failures/theft?" was asked. At this time Media Services keeps a few extra projectors on hand for this however, once that reserve is depleted they use old projectors that may still have "life" in them. It was suggested that perhaps a policy be developed that for every 10 projectors that a spare projector be available for replacement. It was acknowledged that this was a good idea however that the equipment budget in Media Services had been cut to zero. Members were reassured that every effort would be made to get the equipment replaced, however the turnaround time for it to be replaced may be awhile. Members were reminded that they need to be diligent in locking classroom doors once class has ended.

5. **District updates:** David Barnett is currently serving as the BC representative in discussions regarding the Helpdesk. A request for proposal (RFP) to perform helpdesk functions went out for bid. At the last Board meeting the contract was awarded to Prisidium. The intent is that Prisidium will provide assistance to answer "Tier 1" helpdesk phone calls 24-hours/7-days a week/365-days a year. This assistance will be available to staff and students. "Phase 1" of the helpdesk assistance provided by Prisidium is planned to be implemented Monday, November 15th. Prisidium will be fielding mostly student support questions, and staff helpdesk questions such as "how do I configure my smart phone and questions regarding computer pass codes. Prisidium is based in the southeastern United States. Training Prisidium on our helpdesk procedures will begin in the next week or so. The existing BC helpdesk number will be redirected to

Prisidium. There staff and students will encounter a phone tree type system designed to route them to particular helpdesk staff to resolve their problem. The earliest "Phase 2" of the Prisidium helpdesk will be launched is summer 2011. In "Phase 2" Prisidium will take trouble shooting questions regarding printers, telephones, etc. Staff members are encouraged to continue to call the helpdesk extension with their technology problems. Staff members are discouraged from calling network technicians directly to resolve a problem.

The District help desk manager position will most likely not be filled by the November 15th implementation of the contracted out helpdesk. The position may be hired by February, 2011.

The cost of the operation of the centralized helpdesk was disclosed at the September Board meeting. The implementation of Luminis is one of the key reasons the centralization of the helpdesk function is occurring. Paying an employee to man a helpdesk overnight seemed cost prohibitive if they only receive perhaps one phone call for assistance. Prisidium will be charging the District per phone call. Prisidium will also be tracking how many phone calls are taken and for what subject matter.

6. **Luminis:** Luminis is hoped to be up by the time students register for spring semester classes (November 15th). This was announced at the Board meeting this last week. Registration for the spring 2011 semester will be able to be done either using Luminis or accessing Banweb directly. However in the future they will be expected to only use Luminis. It is felt that perhaps November 15th is still an aggressive date for implementation.

At this time we have a pilot of Luminis taking place. They have encountered a few problems in the pilot. A lot of work has been done on Luminis the past six weeks. Load (number of students using Luminis simultaneously) testing for Luminis is occurring this week.

7. **Distance Education Steering Committee:** Copies of the Bakersfield College 2010 Distance Education Report were distributed to the committee. This report is submitted annually to the District. The District then summarizes the reports received from the three colleges into one report and sends it forward to the Community College State Chancellor's Office as required by Title 5. There was a brief overview of the report. On page 12 of the report discussion begins about concern for success and retention rates in distance education courses. ITV classes will no longer be offered due to the cost to implement them. Classes that were offered in the ITV modality are also offered online. Retention in ITV courses had not been good. Online, interactive and hybrid courses will continue to be offered. Our success and retention rates have improved but still do not meet the state average. On page 26 of the report our success rates were compared with those of "like" institutions. We did not do "great" there either. These have not gone unnoticed by the Board of Trustees.

It was suggested that BC begin to look at this through a subgroup of the ISIT Committee. This group would formulate a Distance Education Plan to be presented spring 2011. In the Distance Education Plan the subgroup will identify the problems in distance education that we have control over, identify remedies for them and assist in implementing these remedies on campus. The Distance Education Task Force (subgroup of ISIT) will be led by Bill Moseley. ISIT members Bonnie Suderman, Kristin Rabe, John Hart, Tracy Lovelace and Leah Carter volunteered to join the task force.

Action: The Distance Education Task Force is to meet initially within the next month to establish a planning process.

Concern was raised that we're "jumping the gun" when perhaps no problems exist. Looking at the "like" college comparisons Bakersfield trails Fresno in "internet – asynchronous instruction" by only four percent in success rates. However it was asked what are all the other colleges (not just "like" colleges) doing to surpass Bakersfield by an additional 20-30% in success rates? It was noted that both Cerro Coso and Porterville surpass Bakersfield in "internet-asynchronous instruction." Why?

This topic has the Board's attention. Chris Craig has been appointed by the District to look at this. His charge is to look at the District's success and retention rates, study the colleges and identify a "best practices" for teaching online. "Academic freedom" in regards to online classes may be in jeopardy. Distance education instructors should be a part of this.

The Distance Education Task Force may also be able to address some accreditation standards that deal with distance education that the college is a "little shaky" on. Perhaps the task force should develop a survey to go out to all online instructors to ask what teaching methods/tools <u>are</u> working for them online and what teaching methods/tools <u>are</u> <u>not</u> working for them online.

8. **Computer software installations during break:** Timely notification of software installations that need to occur during summer and winter breaks is becoming a problem. It was suggested that on November 1st a form goes out to department chairs of departments that utilize labs requesting what software/hardware and/or operating systems they need in what labs for the following semester. The form would be due back to Information Services no later than November 30th. The form would state what the base image loaded in the lab contains and allow for departments to add to it. After forms are returned to Information Services some sort of mechanism should be in place to summarize to the departments what will be contained in each lab for the following semester.

Action: Bonnie, Kristin, Judy and Dave to develop a form and summarization mechanism for software/hardware and/operating systems

requests needed in labs/classrooms.

9. **Moodle update:** Luminis/Moodle beta testing is occurring at all three campuses currently. This is being done to test how Moodle interacts with Luminis. Tracy Lovelace (BC), Sarah Phinney (PC), Kiana Wyatt (CC) and Todd Coston (District) are the administrators of this project. The aforementioned meet weekly to discuss the beta testing issues that might be occurring. Lora Larkin, Scott Dameron, Bernadette Townes and Phil Whitney are the BC instructors participating in the Luminis/Moodle beta testing. These instructors were asked to pick one class to conduct in this environment. Some of the instructors have multiple sections of one course being taught in the beta environment. The Luminis/Moodle launch is targeted for spring 2011. There are still Luminis/Banner integration items that need to be ironed out and staff training for Luminis/Moodle that needs to be decided before this occurs.

   We still have four instructors that have not had training for Moodle that are still using the Etudes CMS.

   The issue with Moodle and students on waitlists still needs to be resolved. Currently students who are on waitlists (who are not officially enrolled in the class) are unable to access the CMS until they are officially enrolled.

10. **CCC Confer:** Information about CCC Confer was distributed. Their services are free. Phone-conference and web-conferencing tools are available. This service is available throughout the state.

11. **Good of the order:**

   The meeting adjourned at 4:00 p.m.