



DE COMMITTEE MINUTES

September 25, 2020 | 10 a.m. | ConferZoom

Meeting Minutes

LPC Mission Statement

Las Positas College is an inclusive, learning-centered, equity-focused environment that offers educational opportunities and support for completion of students' transfer, degree, and career-technical goals while promoting lifelong learning.

LPC Planning Priorities

- ❖ Implement the integration of all ACCJC standards throughout campus structure and processes.
- ❖ Establish a knowledge base and an appreciation for equity; create a sense of urgency about moving toward equity; institutionalize equity in decision-making, assessment, and accountability; and build capacity to resolve inequities.
- ❖ Increase student success and completion through change in college practices and processes: coordinating needed academic support, removing barriers, and supporting focused professional development across the campus.
- ❖ Coordinate resources and provide professional development for effective online instruction and remote delivery of student support services and college processes to advance equitable student outcomes.

DE Committee Quorum: 5

Members Present (voting):

Scott Vigallon (TLC, co-chair)
Bobby August (STEM, co-chair)
Toby Bielawski (A&H)
Paul Sapsford (BHAWKS)
Melissa Korber (Faculty at-large)
Kali Rippel (Library)
Marina Lira (Counseling)
Vicky Austin (FA, adjunct faculty)

Members Absent:

Lyndale Garner (SLPC)
Frances Denisco (A&R)
Kristina Whalen (VP, Academic Services)
TBD (ASLPC)
TBD (Dean)

Guests: Thao Nguyen, Amy Brown, Nolan Howe

1. Call to Order

- a. The meeting began at 10:02 a.m.

2. Approval of August minutes

- a. Vicky Austin motioned, Toby Bielawski seconded. Minutes approved.

3. Updates

- a. Flex day proposals for sessions on web accessibility and Canvas Studio have been submitted and approved.
- b. District ITS email everyone Sept. 18 to prepare for a ConferZoom security update scheduled for Sept. 27. However, as of Sept. 23, there was a message at the top of the [ConferZoom site](#) that said: *Zoom has postponed their originally scheduled September 27th update. More information will be posted here when available from Zoom.* The big change is that ConferZoom will require passcodes for all meetings. The change will occur whether you log directly into ConferZoom or if you use ConferZoom within Canvas.
- c. With AB963, the Student Civic and Voter Empowerment Act, as law in California, Chabot is asking for various ways to engage students in the voting process. One way they are seeking is through dissemination of information as global announcements in Canvas. It was proposed to add global announcements to Canvas on key dates: National Voter Registration Day, a day close to the voter registration deadline, a day close to the election, and on Election Day. No consensus was reached on whether to use Canvas or not. Chabot VP Kritscher said he would like to set up a meeting with Bruce Griffin and William Garcia to discuss the options for getting this information out in as many ways as possible.
- d. Because of the pandemic, the CVC-OEI wants all colleges to place courses in the exchange, regardless if the colleges are in the CVC-OEI Consortium or not. It has requested that the necessary technical work be done to make this happen as soon as possible. District ITS Senior Programmer Eric Stricklen had previously raised several questions about the technical aspects. This issue was brought up to the TCC, explained, and discussed, but no action was taken. It was noted that since the exchange would affect multiple areas at both colleges and the district, we should work in unison on this project. This will be placed on the TCC agenda for next month.

The CVC-OEI home page was redesigned to streamline the

search process. Students will now be able to search for online classes at all California Community Colleges using a single search engine. ASSIST data is integrated into the platform so students can search for courses by CSU GE Areas, IGETC Areas, substitute courses and keyword. When a student clicks through search results, courses eligible for cross enrollment will be marked with Add Class, while others will display the word Apply.

- e. District ITS Senior Programmer Eric Stricklen will be retiring at the end of this semester. His final day will be Dec. 22. Eric has been responsible for the integration of Banner with both Blackboard and Canvas.
- f. On September 1, LPC launched a new Student Support Hub for students directly within Canvas. The goal of the hub is to provide equal access to support services for students who are learning online. Students can access the hub by clicking the new icon in the Canvas global navigation menu. The hub includes a link to the CVC-OEI's Wellness Central course. This is a free health and wellness resource created especially for California Community College students. In late spring, the DE Committee formed a task force to plan and create the hub. That task force, consisting of Christina Lee, Frances Denisco, Tim Druley, and Scott, worked over the summer and early fall to make the hub a reality.
- g. The [2019-20 DE report](#) to the board is available online.
- h. CanvasCon Online, which is the annual Canvas conference, is free online on Oct. 15. You can [register](#) on the conference web site. Registration ends at 4 p.m. Oct. 9.
- i. The CVC-OEI is hosting an Improving Online Pathways Speaker Series from Oct. 27-Nov. 17. The theme is Developing and Strengthening Online Career Education. It's a series focused on development of online programs and courses, professional development, student services, and marketing.
- j. The state chancellor's office is proposing a change to Title 5 that will equalize FTES for compressed calendars by changing the attendance accounting formula. This will allow colleges on a compressed calendar to get the same apportionment as colleges not on a compressed calendar.
- k. Kimberly Tomlinson has agreed to be the faculty coach in the OCPD for the fall semester.
- l. The CVC-OEI announced that it will drop the OEI portion of its name and only be known by CVC. This change will begin in the near future.

- m. On Oct. 17, Canvas will introduce a new History icon in the global navigation menu. Clicking it will show the most recent pages viewed in Canvas up to the last three weeks. In addition, when you click Account – Notifications, you will see a new interface for choosing account-level Notifications. This new interface will match the interface for course-level Notifications. Keep in mind that Notifications for individual courses can be changed within each course and override your account-level Notifications. Both of these changes affect all users.

4. Canvas tools and support extensions

- a. Seeing that LPC might not have enough hours banked for NetTutor to even get us through the end of September, Scott emailed this warning to the appropriate people Sept. 18 and reiterated the need for someone to warn faculty. Tutoring director Jin Tsubota replied that during the week of Sept. 21, he planned to:
 - a. Work with the NetTutor vendor to remove English, Math, and the Paper Drop-off function from NetTutor. He will also confirm our remaining banked hours with them.
 - b. Coordinate with our tutors, the RAW center, and the Math Concurrent Support faculty to accommodate the expected increased demand
 - c. Inform the English/Math faculty and their deans about our plans to divert students towards our in-house academic support options
 - d. Email our current students who use NetTutor
 - e. Email the campus community about these changes
 - f. Attempt to secure/reserve funding for Summer 2021 Math/RAW tutoring

As a follow-up to the DE Committee's questions last month, Scott spoke with the NetTutor rep Sept. 1 and was told that we can limit the hours that students can access NetTutor each day, we can limit the tools that are available to students, and we can put caps on usage by students. We did not talk about specific costs, specific hours, etc., because we were not at that point yet.

- b. For statewide tools that are set to expire at the end of December, the state chancellor's office said that it hopes to get a communication out to colleges in early October.

According to VP Kristina Whalen on Sept. 14, President Foster

assured her that LPC would fund Ally, Proctorio, Labster, and Cranium Café through the Spring 2021 semester.

- c. Canvas announced Sept. 15 that in addition to 24x7 live chat for students and faculty beginning in January, there will also be 24x7 email support and a “self-service” page available from the Help icon. This will replace the 24x7 phone support that is currently available. The self-service page will be powered by LPC’s Knowledge Base that will give students and faculty answers to popular college-specific questions. Such questions include: How do I log in? I registered for a class, but why don’t I see it in Canvas? How can I purchase my books online? We will probably have to come up with more questions and answers for students, and a Knowledge Base specifically for faculty will need to be created. Colleges have the option of paying for 24x7 phone support for students and faculty beginning Jan. 1. The administration has been briefed on this option, but a decision has not been made yet.

5. Online evaluation

- a. A tool, EvaluationKit by Watermark, has been selected to process student online surveys for the online faculty evaluation process. CTO Bruce Griffin said that the hope is to have implementation by the end of October. A kickoff meeting with Watermark is being held at 11 a.m. today. EvaluationKit only connects to Canvas, not to Banner. Until further notice, the student survey portion of the evaluations is on hold. Vicky said that an MOU is being drafted to create a timeline for processing evaluations with the new tool. Bruce will consult with VPs to determine where the local workload falls.

6. Course review

- a. Math instructor Thao Nguyen had her Math 30 course reviewed by the committee.
- b. All members of the committee are expected to complete one review, so everybody was assigned one. The committee was reminded of the process for this semester. It was also given the checklist with notes on what to look for during a review.

7. Deactivating past semesters

- a. Canvas recommends that past semesters’ data be deactivated when importing from Banner to Canvas in order to improve the speed of the current semester’s imports. This has been attempted twice: once done incorrectly and once done correctly. Both times, grades were wiped out for most

students in assignments in which the instructors wrongly allowed extra time for one or a handful of students. Instead of leaving the Assign To box to Everyone, the instructors replaced Everyone with one or a handful of students. Consequently, in the gradebook, only that one or handful of students had grades displayed. This happened in many classes. Canvas was able to ultimately fix it, but they have stated they won't do this again because the function is working the way it is supposed to work.

Scott expressed apprehension about deactivating past semesters because the resulting problem makes grade challenges difficult and because grades from all past courses should be accurately preserved. He said that if this is to be done, the timing needs to be right. Eric Stricklen noted that it generally takes 40 minutes to run the imports for one term, but it currently takes 1.5 hours now because Spring 2020, Summer 2020, and Fall 2020 are being imported. Imports are run several times a day to handle adds and drops. Bruce Griffin said the academic VPs and DE committees at both colleges need to weigh in on this issue. It was also suggested that the FA weigh in, too.

The committee decided to recommend that at least one year's worth of data continue to be imported before deactivating semesters. This recommendation will be brought to the TCC.

8. DE policies/procedures/legalities

- a. On Sept. 9, VP Garcia and HR Manager Jennifer Druley met with legal counsel to address concerns brought to their attention by faculty and students (and one by Scott), and 12 days later, the legal opinions were rendered. Scott sent those opinions to the committee prior to the meeting, soliciting questions about the opinions that could be pooled and sent to VP Whalen. The idea is to get clarification so guidelines can be agreed upon before deciding upon next steps. Those next steps might be discussed later this afternoon in a meeting with President Foster, the admins, and Scott. The legal issues center around the use of cameras and recordings, pictures of students, and using Proctorio.
 - a. Aside from Scott's questions, only Toby had a question to bring to the admins. Those questions will be compiled for the meeting this afternoon.

- b. Scott wrote up language for three of the four processes mentioned last month (the fourth are the legal issues above). Kali Rippel added a suggestion for a. below. Language for the first three will be brought to the Academic Senate. Here are the processes:
 - a. Develop policies/guidelines that govern placing users who are not students enrolled in the class or instructors officially assigned to teach the class into Canvas courses.
 - b. Develop recommendations or policies/procedures for student access to courses once a term ends.
 - c. Develop a process for deciding what to do with content in a Canvas course belonging to an instructor who no longer is teaching that course.
 - d. Develop recommendations or policies/procedures for live lecturing either to one class or multiple classes in order to adhere to FERPA.

9. ConferZoom upgrade

- a. Some districts have district-wide implementations of Zoom (we do not), and recently CCC TechConnect has come out with an upgrade that seems to make Zoom work a lot better in Canvas. This new integration makes the interface in Canvas look like the interface when faculty log into the ConferZoom web site. The new way reportedly is easier to use and has had positive results from CCCs that have implemented it.

At LPC and Chabot, faculty created their own accounts at the ConferZoom web site prior to knowledge of the district-wide implementation option. The question was raised as to whether we should explore a district-wide implementation and the new upgrade within Canvas, or if we are already too far down the road to change things up. One issue that would need to be resolved are the email addresses of faculty who choose not to use their college addresses in Canvas. Email addresses in Canvas have to match what's in ConferZoom. Because of time constraints, Scott asked if this issue could be put on next month's TCC agenda.

The committee decided to recommend to the TCC that the new upgrade be implemented between the Fall and Spring semesters.

10. Other Issues

- a. Scott reported that Canvas sent an email this morning saying that the issue of TLS protocols mentioned at the end of last month's meeting was postponed to be enforced from Sept. 19 to Oct. 3. Since District ITS said nothing in our Canvas setup is affected by this, the issue might be with one of the many third-party tools in Canvas. Scott has asked for help in identifying such third-party tools.
- b. Bookstore manager Nolan Howe addressed the committee about adding the Follett Discover Access integration into Canvas. Nolan explained that Access is not about selling books to students but rather providing them with single signon access to the digital materials they have already purchased. By logging into Follett Discover Access through Canvas, students can then access all of their digital books and materials from publishers in one location without needing to access different publisher websites, eliminating the need for multiple logins, passwords, etc.

The issue is where to place the link to Follett Discover Access so students can access it. The global navigation menu was discussed, but because two new icons, Studio and Student Support Hub, have recently been placed there, and because Canvas will shortly be adding a History icon there, there's already an overload of icons there. It was suggested that the link be placed in the hub, and Nolan thought this was a good idea. He will work with Scott to make this happen.

- c. Toby said he will coordinate another TOAST (Teaching Online And Sharing Tips/Tales/Traumas) meeting soon. This is a Teaching-Institute-inspired support and social forum for online teaching at LPC. The inaugural meeting was May 28.

11. Adjournment

- a. The meeting was adjourned at 11:42 a.m.

12. Next Meeting: October 23, 10 a.m., ConferZoom

