



Technology Committee MINUTES

December 7, 2020 | 1:30 pm | ConferZoom

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.

Committee Name Quorum 5

Members Present (non-voting):

Drew Patterson
Heidi Ulrech
Tim Druley
Bruce Griffin

Members Present (voting):

Anette Raichbart
Angelo Bummer
Mike McQuiston
Ruchira Majumdar
Collin Thormoto
Mike Sugi

Members Absent:

Jared Howard
Hermina Sarkis-Kelly
Steve Gunderson
Scott Vigallon
Amy Rel

Guests:

Chasity Whiteside

Meeting Minutes

- 1) Called to Order at 1:34 pm. Quorum was met.
- 2) Agenda was reviewed. MOTION: To approve by R. Mujumdar, and second by A. Bummer – Unanimous.
- 3) Minutes were reviewed:
 - October 2020 - MOTION to approve by C. Thormoto and second by M. McQuiston.
 - November 2020 - MOTION to approve by C. Thormoto and second by A. Raichbart.
- 4) **Staff Reports**
 - **College**
 1. **Computer/ Network/ Audio/ Visual**
 - Topics of interest mentioned by H Ulrech:
 - Continuing to look at upgrading the audio/ visual in building 2400 focusing now on the interior classrooms.
 - Steve has been spending a lot of time working with Wendy Pinos, District Project Manager for Bond Projects, reviewing drawings; recommending edits; and meeting with architects, designers and contractors explaining what is needed to work in our environment and why.
 - The software the college uses for anti-virus and imaging of computers by Symantec, was purchased by another company. The new owner has decided to no longer honor the current discount pricing. Bruce Griffin provided additional information on what the colleges and district have been doing to find a solution to address our anti-virus needs. No decision has been made yet but a critical deadline for implementation is the end of January. Anti-virus software is usually a challenge to remove first before installing a new product.
 2. **Instructional Technology**
 - On November 10, Scott emailed all faculty about a change in how 3C Media will be captioning videos. Essentially, 3C Media will prioritize captioning videos

for instructors who have students with a documented Academic Accommodation Plan through DSPS. All other requests will be given the lowest priority. Also, if live captioning or an ASL interpreter is needed for a synchronous class per a student's AAP, faculty should contact the DSPS staff immediately so that they can help arrange for the needed accommodation.

- On November 5, the college issued a document titled Grace Guidance for Faculty: Cameras, Recording, and Proctoring. This document is meant to guide faculty on three issues: requiring students' cameras to be turned on during synchronous online classes, recording synchronous online classes, and online proctoring of exams and assessments. The document has been posted on the Online Learning site in three places: the [Policies/Guidelines/Agreements page](#), the [ConferZoom page](#), and the [faculty Proctorio page](#).
- As of December 4, there were 38 faculty enrolled in the fall version of the OCDP. Some of these instructors began the course from scratch, while others are finishing what they had previously started. Four have completed the course so far.
- Ninety-one student course surveys were successfully launched with the district's new EvaluationKit program during the first round of surveys from October 22 to November 5. The second round of 18 surveys was launched November 10 and ended November 24. Results were collected after each round and sent to the divisions for distribution to the faculty evaluators. District-wide, for Round 1, out of 3,693 enrollments, 2,208 completed the survey for a return rate of 59.79%. District-wide, for Round 2, out of 1,171 enrollments, 712 completed the survey for a return rate of 60.8%.
- The implementation of the New Rich Content Editor, which has been postponed multiple times, is now scheduled for January 5. [View a video on the New RCE](#). If you like want to practice the New RCE in your sandbox, it's up to you to enable it. Just access your sandbox, go to Settings – Feature Options, and toggle the Off switch to On for RCE Enhancements. The plan is to also put a Canvas Studio icon and a YouTube icon on the RCE toolbar for easier navigation
- The Assignment tool for students update, which was also postponed, will also be implemented in early January. When implemented, students will be able to drag and drop a file to submit or click Upload File to navigate to a file to submit. More Options will allow them to submit a file that they had previously uploaded to Canvas, access Canvas Studio and even their Google Drive. The annual DE student satisfaction survey was launched December 1.
- Reminder: Student and faculty support available through Canvas will be changing Jan. 1. Neither students nor faculty will have access to calling Canvas directly. Instead, both will have access to a new “self-service” support page by clicking Help in the global navigation menu. On the page, in addition to 24x7 live chat for students and faculty, there will be 24x7 email support. The self-service page will be powered by LPC's Knowledge Base that will give students and faculty answers to popular college-specific questions. Scott is working on the Knowledge Base.

- The Web Accessibility Course in Canvas will be getting a makeover and will hopefully be ready in January. The change will align it to instructions and info given on accessibility in the OCDP. All faculty are automatically enrolled in the Web Accessibility Course.
- Students are scheduled to be inputted into their Spring classes on January 5.
- On November 19, representatives from Chabot, LPC and District ITS met with the CVC-OEI about the technical integration requirements to getting started in the Course Exchange as Home colleges, which is dubbed Phase 1. Several of the steps have already been completed, but others remain. CTO Bruce Griffin, along with both colleges' VPs of instruction, will discuss how to move forward. Both colleges have to go into the Exchange at the same time because it is a district-wide implementation. Phase 2 involves the technical integration to become a Teaching college. That process is supposed to take two months and won't begin until Phase 1 is complete. QUESTION: So we are still a ways off from joining the OEI? B Griffin responded by noting some of the nuances that the group is trying to address.
- On November 2, the state chancellor's office issued a memo and accompanying order form that, among other things, listed the tools that it would be subsidizing from January 1 until June 30, 2021, along with the tools that it will discontinue subsidizing. It will continue to fully subsidize Ally, Labster, and Pisces (online tutoring platform), and it will partially subsidize NetTutor. It will no longer subsidize Cranium Café and Proctorio. However, it offered special pricing for tools not being subsidized, and LPC will fund Cranium Café and Proctorio. A sitewide license will not be purchased for Proctorio because of the cost, but the number of licenses purchased should be sufficient.
- New federal regulations governing DE go into effect July 1, 2021. These regulations are outlined on the Online Learning site's [Regular Effective Contact page](#) under the section titled Regular and Substantive Interaction. To ensure that we are aligned with the regulations, the ACCJC said on a webinar November 17 that colleges must have a policy that details how they will meet the regs based on each college's culture and practices. LPC has guidelines, and those guidelines will begin to be revised in January.
- At the November 20 district Technology Coordinating Committee, it was announced that Chabot's COOL Committee agreed with LPC's recommendation to continue importing the past 1 year's worth of data from Banner into Canvas and deactivating the previous semesters. A big concern about this is when to deactivate past semesters without jeopardizing grades and content. District ITS will facilitate a meeting Dec. 9 on this topic.
- At the November 20 district Technology Coordinating Committee, it was announced that Chabot's COOL Committee agreed with LPC's recommendation to upgrade to the district-wide installation of ConferZoom between the fall and spring semesters. There were concerns that the upgrade not impact the interface for those using the ConferZoom web site, that the training timetable would be short, and that an upgrade would affect the meeting schedules faculty have already programmed into ConferZoom in their spring Canvas classes. CTO Bruce Griffin said he would contact a colleague to get answers to these concerns. QUESTION: Provide more information on what the upgrades will entail on the user end? B Griffin responded that Scott has been the primary on this and has more detail.
- Two key people in the DE program over the past 20 years or so, Greg Johns and Eric

Stricklen, are retiring this month. Greg has been responsible for the student DE help desk, and Eric has been responsible for the integration of Banner into each of the learning management systems used by LPC. Both should be commended for their outstanding contributions to DE, and both will be missed.

3. Telecommunications/ Copy Services

- Copy Service – An update on revising the managed services agreement due to Covid: The Ricoh team provided a proposed addendum to adjust the contract from 2 FTE down to 1 FTE with a cost reduction of approximately \$5100 a month. The proposed addendum was forwarded to the college’s Business Office for further review.
- Telecommunications – While troubleshooting a reported issue it was determined that the voice messaging system will need to be taken out of service for some maintenance. This maintenance has been tentatively scheduled for Wednesday around 6 am for about 15 minutes, pending approval by the Manager of College Technology.

4. Website

- Concurrent enrollment forms are now available thru DocUSign and are live.
- Developed a draft template for faculty profile pages based on previous discussion. Key discussion points:
 - Need to clarify the use of the term professor and adjunct professor.
 - Will be looking more into directing name searches to these profile pages instead of going to “Rate my Professor.” This will require making these pages static and not readily able to pull faculty contact information from the web directory.
 - A request was made to include a link for making Zoom office hour appointments; this is still under consideration for security reasons.
 - Viewed the web directory search set up on the Chabot website for functionality that may want to be utilized at LPC.

QUESTION: How would you like to get faculty input on the design of the page? Some parts of it will not be able to be changed. And with other items they will be blanked out unless information is added to the profile in that item. Will create a survey asking for feedback.

- **District ITS**

- The e-mail migration is still in progress so ignore and delete any spam e-mail that may be stating otherwise. The migration team is continuing to run into issues, that have been systemic for the last year, and working the issues one at a time which is slowing the project down. After the current issues are addressed the next step of moving the e-mails into the cloud can begin.
- The Adobe Sign project for electronic signatures is continuing to move forward. Adobe Sign is no cost to the District due to the agreement with the Foundation for California Community Colleges. Adobe made some changes to the functionality of Acrobat and Sign as the project team was making preparations, so things stalled for a time. Sign will be the preferred platform for electronic signatures; DocUSign is being used for a very specific activity involving external parties.

- The colleges and district is in conversation with Amazon Web Services with regard to providing service to back-up the existing back-up process; having a back-up in the cloud. This back-up would be on a nightly basis. Cost for backing up the data is reasonable but would be the last resort for copying it back down as the cost is considerably more.
- The CRM/ Recruit project and technical upgrade is about complete. Continuing with plan to rollout to the test group in mid-January.

5) Old Business

A. The LPC Technology Plan – on hold.

B. Collaboration Needs with Colleagues and Students – on hold.

C. Faculty Profile Pages – See the Website report above.

D. Technology Use under Emergency Circumstances -

- It was mentioned how quickly things were converted to a shelter at home situation: deployment of technology and services for employees and students, training of faculty on Canvas and remote online learning environments; a lot happened in a short amount of time. Additionally, this was a pandemic and there was a response plan that was followed until other forces came into play (ie: county and state). For future situations – more detailed situation planning would be helpful.
- For faculty – maybe experience teaching in an online environment should be part of professional development for everyone. Maybe requiring that all courses have a Canvas shell with the syllabus, so both students and faculty have an entry level knowledge. This would be a topic for the CLPFA to address.
- With regard to the OCPD (Online Course Development Program), how could this opportunity be marketed so faculty can better able take advantage of it; it's free.

6) New Business

A. Technology topics of Conversation in Guided Pathways – The Counseling Department is meeting with vendors regarding Vitanavis and Career Coach to ask questions. Spending time looking at these products and hope to have a decision in January. Both software products take a very different approach to providing support and information and campus wide feedback is important.

Program Mapper has been purchased to aid students in exploring certificates and degrees.

B. Website Analytics – T. Druley showed a couple of reports on the top 10 mostly accessed web pages for LPC; but the analytics function wasn't working at the moment and will continue with more at the next meeting.

7) Good of the Order - None

- The new upgraded DegreeWorks seems to be running slower than before. B. Griffin will check with the ITS staff on this.

8) Talking Points - None

9) **Adjournment** at 2:49 pm by Chairperson Patterson.

10) Next Regular Meeting:

- January – Winter Break (No Meeting)
- February 1st
- March 1st
- April 5th – Spring Break (No Meeting)
- May 3rd