



Technology Committee MINUTES

February 1, 2021 | 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
Scott Vigallon

Members Present (voting):

Anette Raichbart
Angelo Bummer
Mike McQuiston
Ruchira Majumdar
Collin Thormoto
Jared Howard
Amy Rel
Hermina Sarkis-Kelly

Members Absent:

Steve Gunderson
Mike Sugi

Guests:

Chasity Whiteside
Jin Tsubota
Michelle Gonzales

Meeting Minutes

- 1) Called to Order at 1:32 pm. Quorum was met.
- 2) Agenda was reviewed. MOTION: To approve by J. Howard, and second by C. Thormoto.
- 3) Minutes were reviewed:
 - December 2020 minutes were reviewed. – MOTION: To approve by J. Howard, and second by R. Majumdar.
- 4) **Staff Reports**
 - **College**
 1. **Computer/ Network/ Audio/ Visual**
 - Topics of interest mentioned by H Ulrech:
 - Sophos antivirus was selected to replace the Symantic product that is no longer available at educational pricing. An e-mail was sent out explaining the need to make antivirus changes on all college computers (desktop and laptop). The project is about 80% complete, the staff have been daily and on weekends working to get through all the devices. QUESTION: So, anyone who has a laptop or tablet needs to bring it in to have the antivirus replaced? Yes, all district provided devices will need to be brought in and updated. QUESTION: So, the pricing is better? Do not have the actual cost available but it was approved by the Board; all three sites are using Sophos but each site has their own agreement so there is more flexibility. This product is cloud based as opposed to the previous product which was on-premises licensed, so it will be interesting to see how that will work.
 2. **Instructional Technology**
 - The DE Committee voted to approve the revisions to the LPC Regular Effective Contact Guidelines. They were sent to the Academic Senate with the acknowledgement that they will need to be updated again in the future because of more changes down the road at the state and federal levels. But updated guidelines are needed for accreditation, and they haven't been updated since approved in 2012. The Senate will send the revisions to the divisions for feedback with a vote on them scheduled for late February.

- The DE Committee discussed ideas on how to make merged courses more FERPA-compliant. Right now, they are somewhat compliant, but in order to make them fully compliant, more steps will be need to be completed by faculty. This issue will require further discussion.
- Scott and his counterpart at Chabot will make a presentation to the DEMC on Friday about State Authorization. The main issue is what are the colleges and/or district going to do about students who are located outside of California who enroll in our online courses. There are different laws in each state that govern how their residents are educated online. Some states would make us pay thousands of dollars to educate their students, while other states don't charge anything. QUESTION: How do we know it they are outside of California? The student completes their residency when they register but it isn't confirmed until after the semester begins and the information is requested from the Research Office. QUESTION: Generally, how many out of state students do we have? Since 2011, about 18 students have identified as being in a different state but, about 10 of those students stated that they were living in California at the time that they were taking the online course. Some colleges offer exemptions or even block students due to their state of residence. The CVC Exchange does not allow students from other states to register for these classes. The issue isn't their state of residency but where they are located, so how do you go about finding this out.
- Four hundred forty-four students completed the annual DE Student Satisfaction Survey in Fall 2020, and overall, the results weren't as positive as in previous years. This can probably be explained by the fact that nearly all instructors taught online, and nearly all students learned online due to the pandemic. Not all instructors had been trained to teach online, and not all felt comfortable teaching online. Not all students are comfortable online, and many only enrolled in these classes because there were no on-campus alternatives. Survey results are posted on the [Survey Results page](#) of the Online Learning web site.
- A web accessibility plan/policy/guidelines will be discussed at the next TCC meeting on March 12.
- The Model Course Template has been placed into Canvas Commons for any instructor to use. To access it, faculty just need to follow the steps detailed at [Model Course Template Instructions](#) on the Online Learning web site.
- The district's license to use Hypothesis has been extended through spring 2022.
- The annual CCC [Online Teaching Conference](#), which takes place from June 21-23, 2021, is open for [early-bird registration](#) through April 14. Cost is \$150. The conference will be online with the possibility of a hybrid option, if possible.
- The Spring TLC workshop schedule was released January 27, and the first workshop of the semester takes place today.

3. Telecommunications/ Copy Services

- Copy Service – Update on managed service contract: The contract addendum was approved by the Board in January and reduced the full time staffing from 2 FTE to 1 FTE with a cost

reduction of about \$5100.00 a month. The agreement will be retroactive to December 1, 2020.

- Accreditation – The team that is responding to Standard 3C is: Titian Lish, Steve Gunderson and Heidi Ulrech. The team has begun working on the standard by reviewing the self-study from the previous accreditation and identifying key topics and evidence presented there. Thankfully, of the five questions in Standard 3C, 4 questions are very similar to the last accreditation self-study. What is anticipated to take the most time is the updating of the evidence since much of it hasn't been reviewed for some time.

4. Website

- There was recently an issue with the SMTP relay that impacted online forms. After that was resolved, Chabot had much the same issue. It was realized the Chabot was piggy-backing off of our server. It has also been noticed that the DNIS is pointing to a different IP address as one of our server addresses has been unexpectedly changed; this should have been resolved within the last 10 minutes.
 - The faculty profile pages have been renamed to Directory Profiles and have been completed. Almost 600 faculty, classified, and administrator pages have been built using the directory information from Fall, so there may be more to add when the listing is updated for Spring. Anyone can update their own profile page, the access rights to do so have been a little delayed due to other priorities. These pages were created so that others can have access to edit and remove pages as needed (not only the Webmaster). QUESTION: Training for faculty profile pages? An e-mail was sent out by the VP with a link to a web form to request assistance.
- **District ITS**
 - Continuing with the e-mail upgrade project however, the current focus is the Active Directory that links all three forests together to integrate with the Outlook e-mail system, has issues that need to be addressed before the upgrade project can proceed further.
 - The District Technology Coordinating Committee (TCC) is looking at the possibility of applying for our own instance of Zoom instead of using ConferZoom through the state Chancellor's Office. The District would now be managing its own users as well as allow for a new LPI for Canvas. The down side would be the need to change all the existing links that are posted for ConferZoom accounts.

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 - Nothing new to report.

- E. Guided Pathways has been discussing Career Coach vs Vitavis. Vicki Shipman has been looking at Career Coach to be used in CTE (Career Technical Education) and went ahead and purchased it. Program Mapper is another product that has been purchased. Program Mapper assists with mapping the courses a student should take for their degree or educational/ career path. Career Coach includes additional information such as salary ranges, career growth potential, and personality tests and then links to degrees and certificates that are available at LPC.
- F. Reviewed and discussed some website analytics www.laspositascollege.edu/web/assets/docs/lpc-homepage-ga.pdf: top 10 sites visited this semester; behavior flow of when a visitor lands on a page where they go; where visitors are coming from; top search terms. QUESTION: What are the most access links on the home page? Anything that directs to another site that isn't LPC (ie: Canvas, ClassWeb, Library) has limited information in our analytics. QUESTION: Will this data assist in making decisions as to what goes on the home page? As of this time, content placement decisions are coming from administration. QUESTION: How can people get involved in content decisions? The Technology Committee is a good place for these discussions. The marketing team has also played a roll in the look and feel of the website. Website conversations have been taking place in different venues, we should be sure that the discussion is consistent. Continue discussion at next meeting.

6) New Business

- A. Review of the Spring 2020 Technology and Distance Education (TLC) Survey - There were 50 responses with a weighted average between 4.44 and 4.33. Again this year, there were a consistent number of strongly disagrees without clear indication in the comments section explaining the reason for disagreeing.
- B. Governance Worksheet – Defer to March meeting.
- C. Software Proposal: Penji – Jin Tsubota and Michelle Gonzales discussed software issues that are being experienced in the tutoring areas along with a potential solution. The current platform being used for tutoring is Pisces and is integrated into Canvas at no cost to the college. Historically: For years the college was using NetTutor and recently the pricing structure between NetTutor and the State OEI changed. With the increase in use due to Covid, the cost for using NetTutor would be astronomical. After exploring the usage, it was decided to use an existing platform for the high-volume disciplines of English and Math, and use NetTutor for all other disciplines.

The biggest issue identified is a conflict between Pisces and browser Google Chrome and Google's optimization software that disconnects other tabs that are running in the background (neither the student nor the tutor can open another tab to do work while waiting without being dropped). It has also been noticed that many of the Pisces features are cumbersome and antiquated as well as poor audio and video streaming. They have needed to develop a work around of re-directing students to ConferZoom for their tutoring session, which has added more steps to the process.

In exploring other solutions for online tutoring and reporting, one product that shows promise is the Penji mobile app that uses a pay per tutor model. To pilot for Spring 2021 the cost would be approximately \$4000. There would need to be a concerted marketing effort to direct students to use Penji. QUESTION: If Pisces is still imbedded in Canvas, how confusing will it be fore students to find tutoring in Penji? Pisces will need to remain until Penji is up and running. Then a message can

be added in Pisces that will alert the student to the new platform. QUESTION: Has there been any testing with students and what has their feedback been? Both students and faculty believe that if it isn't working then let's try something else. QUESTION: What reporting requirements are needed? Data is need for apportionment as well as for internal Program Review and Institutional Research. The usage data should be able to be downloaded from the app. QUESTION: What is Chabot doing and might they be interested? Chabot has a constant ConferZoom page open and moves students into breakout rooms, this being managed full-time by a staff person. QUESTION: Does Penji integrate with Canvas? Currently Penji is not element integrated, but it is available with a mobile app or through a website. MOTION: To support moving Penji software proposal forward – unanimous support from voting members.

7) Good of the Order - None

8) Talking Points - None

9) Adjournment at 3:35 pm by Chairperson Patterson.

10) Next Regular Meeting:

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