



## **OEI Consortium Meeting Minutes March 11, 2016 Sacramento – Marriott Courtyard Natomas**

**Call to Order:** March 11, 2016 9:45 a.m.

**Attendees:** See Attachment A

**Distributed on Basecamp prior to the meeting:** Meeting agenda, OEI updates from the management team

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## **I. Introductions**

The OEI management team has three new staff members:

- Martha Rubin, Administrative Associate: Her responsibilities include the first line of contact for OEI inquiries, meeting management, and correspondences such as the SPOC newsletter.
- Logan Murray, Online Services and Technology Coordinator: He will be working on projects under Jory Hadsell's leadership.
- Jessica Hurtado, Online Services and Outreach Coordinator: She will be working on projects under Bonnie Peter's leadership.

Joining us for the first time are:

- Vivian Nguyen, Saddleback College
- Kate Jordahl, the faculty representative from Foothill College (teaches photography)
- Tim Nguyen, representing RP Group in Alyssa Nguyen's absence

## **II. Open Conversation among the Consortium**

The OEI Consortium co-chairs, Dr. Wendy Bass and Will Breitbach led a discussion among the pilot college representatives on the question, "How are things going on our campuses?". Since the OEI Steering Committee meeting overlapped with the first hour of the OEI Consortium meeting, the OEI management team was not present during this discussion.

The group discussed a range of topics including challenges with the timing of survey feedback, locating the latest version of key documents, keeping track of "to do" items, and waitlists for popular @ONE courses. Pilot colleges shared their experiences in moving to Canvas and in building awareness of OEI at their local colleges. The group also brainstormed potential solutions such as creating a profile for each pilot college so that they can easily identify common interests, share experiences, and tap expertise. A more detailed list of comments from this discussion can be found in the Consortium Basecamp.

## **III. Resource Sharing Among Colleges (sharing of Canvas best practices)**

Will Breitbach led a discussion about sharing information. We are all very busy. How can we ensure that we do not reinvent the wheel? We have the opportunity to leverage the fact that we are all using Canvas and are building a collaborative network for pedagogy, policies, etc.

The biggest request of the day: More sharing and collaboration

Opportunities to share:

- Trainings - Sharing and/or building local training materials. @ONE is great but may not have the capacity for all our needs. And we may have training that we feel we need to build ourselves.
- Integration – Each integration is a bit unique but there are lessons to learn from each one. Judy at Foothill has done 5 to 6 integrations. Let’s find a way to identify the person who has already done this at another college - share experiences and provide encouragement.
  - A discussion ensued about Portfolium. The vendor had approached us about making it free for all colleges. We referred them to CollegeBuys and the Foundation entered into an agreement with them. This is not an OEI sponsored suite of tools. If we see potential later, we want to investigate this.
- Migrations – It would be helpful to build a mentoring system and a place for colleges to share what they have learned about the process, political implications, getting buy-in, etc. There are stories that need to be told.
  - For example, some colleges have not yet decided to move to Canvas. We could offer suggestions, lessons learned. We need stories from people who have gone through that process of switching from one CMS to another.
  - Logan Murray can be a central point of contact for SIS integration requests. He can connect them to those with experience.
  - Steve Klein mentioned that some pilot colleges have not yet adopted Canvas. There will be a mini-grant program available for local SIS integration, similar to the mini-grant for CCCApply. The team is also working on a template for colleges moving to the Exchange.
- Migrating courses to Canvas
  - We are on Blackboard and struggling to do things in Canvas that we have done in Blackboard. We are finding that people who have heavily invested in Blackboard have had trouble migrating. We would like to work with others who have similar challenges.
  - Some of our local executives are trying to speed up the transition to Canvas. We are concerned that there may be a backlash. We need a more supportive transition period. Perhaps the OEI team can help so the local team can stay friendly with everyone on our campuses.
  - Coastline: We created a Canvas rollout team on our campus – faculty, management, and related staff. We built relationships and compromises that are

sustainable. It was very helpful to have a trainer on the team. Now, we have expanded to a district-wide task force.

- We have a matrix that lists the various tasks to make the rollout successful.
  - We just created a faculty success center that took on the gargantuan task to train each faculty member in Canvas. We are facilitating 15 courses with 5 facilitators but still do not have enough resources. We know we need a lot of resources going into this - not only for training but also for review.
  - We use the OEI rubric along with our own local rubric.
  - PR was an issue at first. The Coastline.edu website banner now says "Canvas at Coastline" and we have an OEI video.
  - We want to learn from other colleges that are using Banner and Ellucian. Our focus has been on Canvas - we want to learn from others on Quest etc.
  - Web accessibility – We have been using 3rd party products that are not fully accessible. Our accessibility guy is getting overwhelmed. (Jayme Johnson offered to help.)
  - Right from the beginning, we created our own Coastline course shell that includes a course orientation module with the OEI rubric – a big help.
- CCC Canvas Community
    - We now have a new Canvas Community space that can be used as a resource.
    - Greg Beyrer is working for @ONE in building out the CCC Canvas Community. He is holding short just-in-time training sessions on things like how to use gradebooks in Canvas. These will all be archived.
    - We need to figure out what is the best use for Basecamp, Canvas Community, the OEI website, etc.
  - Badging system
    - At Ventura College, faculty earn badges for trainings and other DE activities. When students view a list of online courses offered, they see the badges that the faculty has accumulated. "A student sees that this is a teacher that has experience."
  - Suggestion to build SPOC profiles
    - Include badges to self-select what you might be able to share with other colleges.

**ACTION ITEM:** The Consortium Communications Work Group will consolidate these ideas and help us devise a plan to improve communications. Sharing and Caring. As a reminder, Will Breitbach is the chair of this work group. Work Group members also include Barbara Tull, Carol Hobson, Gaylla Finnell, and Jon Knolle. Carol Lashman will join you as an OEI management

team resource. The team will also keep Greg Beyrer in the loop regarding the CCC Canvas Community.

## **IV. Where are Colleges in the Process – Challenges and Successes**

Dr. Wendy Bass led a discussion regarding challenges and successes.

Topics include:

- Challenges getting the Implementation teams together.
  - Some would like help from the management team in forming their teams.
- Confusion about an email request for a testing person. Jory clarified that this was a request from Nicole Woolley asking for participation in the face-to-face proctoring network (see SPOC newsletter on January 29).
- A recent email about a Canvas conversion program was not from the OEI team
  - We will always let you know through the weekly SPOC newsletter about anyone planning to contact you.
- Challenges including a VP in the Implementation Team
  - It is good to have VP involvement but it may take up to two months to get the team together if this is required.
  - VPs may identify a designee in their place.
    - The designee would be responsible for ensuring that the information gets to the VP.
    - The VP can still also attend meetings if available.
    - We need a decision-maker on the implementation team. If a VP is sending a designee, we will need to be able to have some sort of assurances that the designee has the authority to move forward.
- More about Implementation Teams
  - The Implementation Team is a working group – a committee at your college that is in the know about OEI, can communicate to your college, and make decisions.
  - In April, we want to hold the first meeting with each of the Implementation Teams. We will cover the history of OEI and ask team members to talk about various pieces. We can meet online and/or F2F, whatever you prefer, however it is very important that we have a good start so a face-to-face meeting is preferred. We could also schedule joint kick-off meetings with other pilot colleges if you wish.

- To update the Implementation Team list, just update your college google page. All individual college spreadsheets feed into the master sheet.
- Challenges using google docs with google personal email accounts.
  - You can update Implementation sheets without logging in.
  - For document revisions such as the MOU, it is very very helpful to update the document directly.
  - **John Sills will send instructions (in Basecamp) on adding a secondary email address to your personal google account. This should solve the challenge in using personal email accounts.**
- When do we need to have courses ready for the Exchange?
  - Even though faculty have taken the Canvas training, some are finding that it is very time consuming to migrate their course to Canvas since they are learning how to teach in Canvas at the same time. There is concern that they will miss the OEI evaluation deadline. Some courses may not be done until the summer. Michelle Pilati is aware of this and is accommodating this.
  - Timeline:
    - Fall 2016 – Full launch colleges - students can use the Exchange
    - Spring 2017 – Additional 16 pilot colleges – Prepare for the Exchange. Onboarding of college staff on the Exchange admin interface. SIS for Exchange mechanism in place by late Spring.
    - Fall 2017 – Additional 16 pilot colleges - students can use the Exchange
  - **We want a schedule that shows when courses need to be reviewed in order to get into the Exchange.**
- Other considerations for participation in the Exchange:
  - If we get a new textbook, we will need to change the course. Will our course need to be re-reviewed?
    - The decision about the timeframe in which a course review is valid is a good conversation for the Consortium.
  - Do we need to be fully off our old LMS to be in the Course Exchange?
    - Steve Klein mentioned that this is not a factor for the pilot but all courses in the Exchange need to be in Canvas.

- There will be a point in which pilot colleges must be fully in Canvas in order to participate in the Exchange. Our intention is for this not to be a pressure point.
  - Basecamp challenges
    - It is hard to find the most current documents. Can we create folder to store final documents? Can we put older documents in an archive?
      - Note: The new version of Basecamp can store documents in folders. (We have not yet upgraded to this version.)
    - We do not want to have another place to log in; a new Canvas site for this purpose would probably not be a good choice.
  - What is going well?
    - Canvas is an “awesome LMS” – Will Breitbach
    - “The spirit of collaboration is wonderful and inspiring” – Dr. Judy Baker
    - “Good opportunities to share and find best practices” – Dr. Wendy Bass
    - “We are seeing this in our faculty too. They are nervous about the course review process but happy afterwards. Good to have feedback, and someone caring.” – Autumn Bell
    - Mt. San Antonio redesigned their certification program based on the OEI Rubric - Mary Johnson
      - Years ago, we decided to require certification for DE.
      - We modeled a new course using the OEI Rubric – 25 faculty signed up
      - We are happy to share. It is in Moodle Rooms now but we can create a document for you.

## **V. Enrollment Management – How will this Process Play Out?**

Bonnie Peters led a discussion on the enrollment management process for the Exchange. The group discussed alternatives for stacked sections which include OEI sections. For example, 3 of 20 seats might be placed in the OEI section with the remaining seats in a home section. Home college seats would be managed in their normal fashion. The 3 OEI seats in the example would be visible to on-campus students as well as others in the Exchange.

Discussion:

- Wait lists: A student may go to the Exchange before choosing to be on a wait list.

- You can manage this the way you would manage any set of stacked sections. Look at the combined enrollments and make decisions accordingly. You can increase the cap in either the home or Exchange seats. Or you can steer students to seats in the Exchange.
- Some schools have an automated process to open a new section if the sections are filled. You could decide to add a section to the Exchange or add a section locally. This turns into a labor balancing decision.
  - Note: some colleges pay an incentive if an instructor takes more students in a particular class.
- One reason to stack a section (ie, some seats in the Exchange) is that the Exchange mechanism will manage those seats.
- You will be able to dynamically change seats available to the Exchange. If you see 3 students in the wait list locally and no students in the Exchange, you can just take the open seats out of the Exchange and put it in the local section.
- Fill velocity of online courses vs face-to-face (F2F) classes:
  - At Butte, our online courses are filled 68 days before the beginning of semester and F2F are filled 38 days before the beginning of the semester. Online fills out first and fast. Our instructors are already maxed out and a lot of students are on the waitlist. We cannot add another section in the Exchange since the instructors are already at capacity.
  - But some colleges may see this as an opportunity to hire another instructor.
  - But you need to go through the review cycle before it can be in the Exchange – the ship has sailed.
- Reminder: this is a pilot so the benefits will be small initially.
- Opportunity for a faculty exchange?
  - Instructors in the Exchange will have had a lot of training – a recognizable stamp of quality.
  - If we need an extra instructor, we should be comfortable hiring them because we trust that they have similar training. Adjuncts have the most to gain in improving their situation.
  - Adjuncts are around 2/3 of our faculty. This is a good idea for growing programs.
  - Will administrators be concerned? Hire away FTE? No – a college that has a need, could hire another teacher to grow the enrollment.



- Some colleges have restrictions on the number of credits an instructor may teach. Adjuncts could teach more courses by teaching at another college as well. This is already happening - "freeway flying".
- Reminder: Course reviews are tied to an individual instructor. To be in the Exchange, you would need to hire an instructor who has had that course reviewed.
- Where in the process does the Exchange appear? A lot of options.
  - Initially, we thought about giving access from a banner ad in the Course registration.
  - Ideally, the Exchange would appear as a link on a schedule confirmation page in the SIS – a small customization of that screen. We know this page exists in Colleague but are not sure if it is in Banner or PeopleSoft. We are investigating this now.
  - The student may have seen advertisements about the Exchange prior to the confirmation page but would not be able to go to the Exchange at that time.
  - The student will first choose local classes.
  - Then when local classes have been chosen, a confirmation page to add the classes they want will appear and they will pay for local classes.
  - We could include a pop-up window asking if the student got all the classes they need. If no – the student will learn more about the Exchange and be able to click to enter the Exchange – an active link.
  - Then the Exchange process will start. Pick the course (including your home college courses that are in the Exchange). We could design it to first see your home courses in the Exchange then look at courses in the Exchange from other colleges.
  - It is really important to place the link in the "ready to submit" timeframe. We do not want a situation where the student enters the Exchange and forgets to complete their home process (ie, have not yet paid).
  - When a student says "no, I have not found all the classes I need", the student will pay and then continue on to the Exchange. Then they are at the teaching college system and will go through the teaching college payment process.
  - As part of the Exchange implementation, your local college staff will be trained on using the Exchange.
  - The Exchange will not let students register until they have courses in their local college. A student can only choose 2 courses in a semester. A student cannot register in the Exchange if the student already selected the same C-ID in their home college.

- Reminder: Out-of-state students are blocked out at the beginning of the Exchange process. See the Exchange MOU for a list of other types of students that will not be able to use the Exchange.
- The Financial Aid Work Group is now writing down what they will be doing in the Exchange process.
- Reminder: Our focus is to have a minimum viable product for the first pilot. We have now almost closed the loop on this first version of the Exchange. Additional needs will be addressed in future versions. New versions will include bug fixes, prioritization of adaptations, etc. The Exchange will not do everything in the first version.
  - We are still working on workflows for where students will enter the Exchange at each full launch college. We are looking at similarities and differences between colleges.
  - Implementation Process: SIS integration adaptor then admin workflow (sections, number of seats) then student workflow. Each will have a training component.
  - We expect that toward the end of this term and as we go into the summer, we will start working with local colleges on how to enter sections into the system.
- Joe Moreau reminded us that this is a pilot. What we have seen so far is very creative work that will be very easy to use. No one in the country has done this before. This is groundbreaking work. But no matter how many scenarios and workflows we create, students will still do crazy stuff that we will need to react to and adapt.
- One SPOC noted that more and more of her students do not have a home college. Many of her students are enrolled in three or more colleges today.
  - In the pilot phase, the first time a student enters the Exchange, that college becomes the student's home college.
  - But a home college is also about matriculation and where they want their degree. There will always be only one college in which they will have done matriculation.
- Ventura is a multi-college district that can change the home college to another college in their district. A student can only complete matriculation at one college – but a student can take courses at any of the three colleges and all go in one transcript.

## **VI. Draft of Federal Financial Aid Consortium Agreement**

Bonnie Peters described the work being done by the ad-hoc work group of the eight full launch pilot colleges to create a draft of the Financial Aid Consortium Agreement.

- Most financial aid processing will be manual in this first pilot.
- The group is working on finalizing the reports that will be needed.

- One more thing remains before we can complete a draft agreement - the agreement has to list all the fees of all the colleges that participate in the agreement
  - The only consistency between college fees is in tuition and the health fee. Even non-resident fees are set by local boards.
  - Bonnie is working on getting approval to list the fees, each with a range of pricing, rather than listing each college's list of fees separately.
- Bonnie will soon send out the document to all 8 colleges for signature.

The group is also working on messaging for students.

The group is also investigating what information is needed for a BOG waiver. This is not covered under the financial aid agreement.

- Students can apply for a BOG without any information at the start. But at the end of each semester, the Financial Aid department needs to show proof. This will probably be a manual process in this first pilot.

## **VII. Department of Finance Meeting**

Last Monday, Pat James, Jory Hadsell, Steve Klein, and Joe Moreau met with the CCCCCO leadership and key representatives from the California Department of Finance.

A couple months ago, we briefed the Governor's office about OEI. One of the Governor's finance staff members commented that he is very excited about our work and said "if you need more money, let us know" - a good sign.

The Assistant Vice Chancellor of Finance opened the meeting by saying that the Governor is very interested in technology and the work we are doing. The Governor especially sees OEI as an opportunity to decrease time to completion.

The group spent a couple hours together going through OEI progress to date and the services we are working to providing. We made sure to mention that we have already saved the state a significant amount of money just by providing negotiated systemwide licensing etc.

Joe Moreau noted that if the Assistant Vice Chancellor had had the state checkbook in his pocket, he would probably have written a check right there.

When asked how much more money we would need for all 113 colleges to sustain this over time, Joe threw out a number. In response, the Assistant Vice Chancellor replied, "oh, we could probably do that".

Our vision is to work toward augmentation of the grant to continue on a no-cost to low-cost basis for participating colleges going forward. We are now working on determining how much more money we will need and when. We don't need more money now but we will soon. We are two years ahead of schedule on Canvas adoptions - passing the 50% mark last week - and will

need more infusion of money sooner than we thought. It looks like the Governor's office is very open to this and this will be doable.

Joe noted that the meeting could not have gone any better than it did. This is reflective of the good work that this group is doing and shows that your enthusiasm and commitment is being rewarded at the state level.

## VIII. Discussion on Courses/Programs Beyond the Pilot

Will Breitbach led a discussion about what we might want to do going forward – a wish list for the future:

- Open textbooks and degree programs (Z-degrees)
- Gateway course for math – Intermediate Algebra
- Lab science in IGETE
- Geology
- Expanding professional development
- Regional CTE certificates
- CTE programs – online math and English
- Public speaking (some disagreement on this one)
- CTE Fire Academies – share fire science courses across campuses. For example, one college could offer a course in the fall, another in the spring.
- Accelerated learning – shortened courses to reduce time to completion

**MOTION:** Minutes for the February meeting were approved as submitted (Barbara Tull 1st, Meghan Chan 2<sup>nd</sup>)

## IX. Q&A for OEI Management Team

Will Breitbach asked each of us to imagine where we were a year ago and where we are today. This is a great collaboration. Will thanked the Butte Tech Center and the OEI management team for all of their hard work.

Soon, we will be asking each college to identify their two official representatives to the Consortium.

Burning questions?

- What is our stand on integration of third party content into OEI approved courses?
  - Dr. Judy Baker has a document with questions to ask about adopting publisher materials
  - Faculty have academic freedom to use publisher sites but no one will pass the course review if they only use the publisher sites

## **X. Future Conferences and Meetings**

### Future Consortium meeting dates

April 15: Zoom meeting

May 6: Face-to-Face, Sacramento.

**Adjourned: 2:55 pm**

**Minutes respectfully submitted by:**

Carol Lashman, OEI Project Liaison

## Appendix A: List of Attendees

### Consortium members in attendance

Name	Title	Organization
Dan Barnett	Distance Learning Coordinator	Butte College
Dr. Luozhu Cen	Dean for Student Learning	Butte College
Mrs. Francine Van Meter	Distance Education Director	Cabrillo College
Daniel Johnson	Faculty	Coastline Community College
Bob Nash	Associate Dean, Distance Learning & Professional Development	Coastline Community College
Brian Weston	Director of Distance Education	College of the Canyons
Leslie Buckalew	VPSL	Columbia College
Dr. Judy Baker	Dean, Foothill Online Learning	Foothill College
Kate Jordahl	Instructor	Foothill College
Autumn Bell	Director of Distance Education	Fresno City College
Lindsey Bertomen	Instructor	Hartnell College
Carol Hobson	DE Specialist/BUS Faculty	Hartnell College
Jeffrey M. Enz	Interim Chief Technology Officer	Imperial Valley College
Gaylla Finnell	DE Coordinator	Imperial Valley College
Dr. Wendy Bass	Distance Education Coordinator	LA Pierce College
Susan Rhi Kleinert	Dean Academic Affairs	LA Pierce College
Treva Thomas	DE Coordinator/Faculty	Lake Tahoe Community College
Jim Julius	Faculty Director, Online Education	MiraCosta College
Meghan Chen	Dean, Library & Learning Resources	Mt. San Antonio College
Mary Johnson	Distance Learning Coordinator	Mt. San Antonio College
Barbara Tull	Professor, English and D.E. committee chair	Ohlone College
Rebecca Green	Dean, Behavioral and Social Sciences, Administration	Rio Hondo Community College
Vivian Nguyen	Applications Specialist	Saddleback College
Will Breitbach	Dean	Shasta College
Dr. Gwendolyn Lewis Huddleston	Dean of Distance Education	Ventura College
Dino Bozonelos	Director of Model United Nations	Victor Valley College
Dr. Rolando Regino	Dean of Instruction	Victor Valley College
Eric Ichon	Dean	West Los Angeles College

## Others in attendance

Name	Title	Organization
Gregory Beyrer	OEI Steering Committee Member	ASCCC
Gary Bird	Technology Director	CCC Chancellor's Office
Steve Klein	Statewide Program Director	CCC Tech Center
John Sills	Product Manager	CCC Tech Center
Joe Moreau	OEI Executive Sponsor	Foothill - De Anza CCD
Dr. Jory Hadsell	Chief Academic Affairs Officer	Online Education Initiative
Jessica Hurtado	Online Services and Outreach Coordinator	Online Education Initiative
Jayme Johnson	Director of Accessibility and User Experience	Online Education Initiative
Carol Lashman	Operations Project Liaison	Online Education Initiative
Logan Murray	Online Services and Technology Coordinator	Online Education Initiative
Bonnie Peters	Chief Student Services Officer	Online Education Initiative
Dr. Michelle Pilati	Chief Professional Development Officer	Online Education Initiative
Martha Rubin	Administrative Associate	Online Education Initiative
Tim Nguyen		The Research and Planning Group