

OEI Consortium Meeting
January 29, 2016
Holiday Inn Capitol Plaza, Sacramento

MINUTES

Call to Order: January 29, 2016 9:40 a.m.

Meeting Leaders: Will Breitbach, Wendy Bass

Attendees: See Attachment A

Distributed on Basecamp prior to the meeting: Meeting agenda, Updates from the OEI management team, October meeting draft minutes, December meeting draft minutes

Distributed on Basecamp during/after the meeting: Beyond the Pilot brainstorming notes posted by Jory Hadsell, ETudes and Canvas migration materials posted by Judy Baker, RP Group Tutoring Pilot Evaluation - Spring 2015, RP Group Quest for Online Success Pilot Evaluation - Spring 2015, OEI Course Exchange and Timeline presentation, OEI sessions at upcoming CISOA conference, OEI Implementation Team draft template

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AGENDA

I. Welcome and Review Minutes

Will Breitbach welcomed the meeting participants which included faculty and SPOC representatives from 19 of the 24 pilot colleges, members of the OEI management team, the RP Group representative, @ONE, and esteemed members of the Chancellor's office.

Motion: Approve the minutes from the first two meetings on October 15 and December 11 as stated. **Passed with one abstaining** - 1st Judy Baker, 2nd Carol Hobson

II. Executive Director Updates

To have more time for other agenda items, the OEI management team is now providing an OEI written status update on Basecamp prior to each Consortium meeting. This change was well received at the recent OEI Steering Committee meeting.

Organizational Changes

Kevin Albee, the OEI Program Support Coordinator, has been accepted into the Coast Guard and will no longer be working with our initiative. We thank him for his amazing work.

Now that we are moving into the implementation stage of our initiative, the management team is seeking to add two full-time project managers (Foothill - De Anza CCD) to support implementation and ongoing support to pilot colleges.

OEI Impact

College of the Desert, a non-pilot college, provides an example of the broader impact of the OEI. As part of their transition to Canvas, they are requiring all online courses to go through a course review based on the OEI Course Design Rubric and have hired two people to provide instructional design and technology support to support this work. They are also excited about using all of the OEI resources and have many ideas about ways to use the Readiness multimedia tutorials. (The full Quest Readiness, including SmarterMeasure, is currently only available to the pilot colleges.)

This use of OEI resources at non-pilot colleges is very encouraging. Transitioning to OEI resources will be more streamlined as we go along. We are going through the growing pains so additional colleges do not have to do so.

Online Teaching Conference

Pat encouraged everyone to attend the Online Teaching Conference (OTC) in June. If you have funds, please use them to attend. If not, contact Pat and the OEI may be able to cover the conference fee for Consortium representatives. The OEI team would like everyone involved in the Consortium to have a chance to attend. Information about the OTC can be found at www.onlineteachingconference.org.

John Landis from Apple was the keynote speaker at the Instructional Development and Innovation conference and may be available to speak at OTC. He had a captivating story and would make a terrific keynote speaker for OTC.

III. Tech Center Update and Exchange Timeline

Bonnie Peters summarized the history of the development of the Exchange to date:

- February/March: Started working on the Exchange conceptually and to understand legal and process parameters
- April: Reciprocity Summit of pilot college stakeholders (52-54 people) held at Foothill College, resulting in elements used to inform the basis of a draft agreement
- May: A smaller liaison team from the Reciprocity Summit, OEI management, and financial aid refined elements of the draft agreement. Notes were shared with the SPOCs who were asked to share them with their campuses. Through a process of refinement, the initial 24 Exchange agreements were created and became the basis for a draft MOU.
- July: Began diagramming the business processes for Tech Center development of the Exchange.
- July/August: Continued to hold meetings and refine an MOU based on the agreements. This was shared with the pilot colleges, management team, and Chancellor's office.
- September: Tech Center began work on the Exchange technology based on the MOU in progress.

- October: Chancellor's office clarity on items in the agreement related to Title 5 and sign off on the draft MOU. Received final legal approval from the Foothill-De Anza CCD legal department.
- End of November: MOU finalized
- December: MOU shared with the OEI-SC
- January: Minor MOU edits based on OEI-SC feedback. Presented the MOU to the Full Launch pilot colleges for signatures by the end of January

We are now defining the scope of a "minimum viable product" for the Exchange. The Tech Center is running a series of Sprints so that stakeholders can review progress every three weeks and the Tech Center can make adjustments as needed. We are now in Sprint #7.

John Sills is overseeing the Sprints as project manager of the Exchange technical development effort. He mentioned that the Tech Center began creating the broader infrastructure for the Exchange before the Exchange development began. Changes to the MOU did not hamper the development work.

John Sills showed screen shots of Exchange administration and walked us through a workflow diagram for student registration. Highlights of this early development work included:

Administration:

- Administrators have the ability to customize student messaging
- Term timeframes can be synced with the SIS automatically or entered manually
- Exchange course, section, and parameters can be entered
- Enrollment and reporting features will be addressed after focusing on what the student will see in the Exchange

Student registration workflow:

- A student enters the home college system as s/he normally would, registering for home courses
- If there is a gap in needs, a student enters the Exchange
 - A student searches for courses based on their home school course name, with an automatic lookup to identify teaching college matches.
 - A student selects a course and is directed to CCCApply to verify information and re-submit application to the teaching college (residency needs to be determined at the teaching college, a CCCCO decision).

- In March, CCCApply will have the ability to pre-filled applications so student will see all pre-filled information except those related to residency.

At a high level, the next steps are:

- The teaching college verifies the application.
- Students receive notifications as they go through the steps (using email in the first pilot).
- Push back information to the home college that the student is enrolled
- At the end, information about completion is pushed back to the home college.

See the presentation in Basecamp for further information.

Topics of discussion regarding this early version of the Exchange:

- If it takes a while to process an application, would the student still have the ability to get into the course?
 - It was noted that the local college batch processing time varies for application data, but overall about 80% of applications currently get processed in a 48 hour window. Applications with questions about residency or student record matches may take longer as they require human intervention at the college.
 - Students will receive a tentative confirmation until the application process is completed.
 - Home colleges may have an advantage since their student applications are already processed.
 - For this pilot, a student is limited to enrolling in two courses per term.
 - The Exchange technology will reduce the time to process an application. Most colleges now do batch processing; with CCCApply, the process can move faster.
- What flexibility do we have in offering classes at different times?
 - The campus can add ghost courses in the Exchange as they need them.
 - Students cannot see the link to the Exchange until they are in their home college system.
 - Students will be able to register for courses based on home college priority registration status. CCCCCO guidance confirmed that student data needs to match up to categories. If a student is priority 1 at his/her home college then s/he is priority 1 at the teaching college. So if the teaching college priority 1 date

is 3 days later, the student can see the teaching college course offering but will receive a message saying the student cannot register until the date three days later; the student can see the course but cannot yet register in it.

- Do we enter Exchange course section information manually?
 - YES, the college needs to identify that the course is to be entered into the Exchange.
 - A college has the option to create two section numbers for one course section (stacking course sections) - one for the Exchange and one only available to the regular home college registration process. (For example, a course with a combined maximum of 30 may result in two individual sections: 5 seats for the Exchange, 25 for the home registration.)
 - The Tech Center will attempt to pre-populate section information from the SIS (example: synonym IDs in Peoplesoft)
- If a certain number of seats are identified for the Exchange, is it true that only those in the Exchange will see those seats?
 - YES, however students at the home school will see the courses offered by their college as well as the other teaching colleges in the Exchange.
 - The home school students automatically have access to all the seats for the home Exchange course sections.
 - Home students will get first crack at all courses since they do not have to go through the application process.
- Suggestions:
 - Ability for an instructor to add notes about his/her course that a student can see as they view courses available through the Exchange (e.g., instructor website, textbook information, special instructions, etc.)

Going forward, the Consortium will take the lead on addressing these sorts of implementation questions. For example, the Consortium may wish to address class size. The management team could bring these topics to you and provide information for the decision-making process.

Joe Moreau reminded everyone that the Exchange is a monumental task. We are now working with three SISs and some colleges are thinking about bringing on the Workday SIS. We are putting together Exchange connector technology that does not exist anywhere else is the

world. This work will distinguish the CCCs as leaders in this area. Excellent work has been done so far and the team is bringing it together very quickly. More information about this technology will be presented at the upcoming CISOA conference of CCC Chief Information Systems Officers on Feb 21-24 in Orange County.

Steve Klein emphasized that the team will continue to listen to the Consortium and accommodate your needs. This is a very complex process that involves many areas of your colleges and we are working closely with your college IT departments. We are working with Unicon to upgrade Shibboleth for the eight full launch pilot colleges. We are working on embedding ourselves in the culture of your colleges and have three consultants on board with competencies in the various SISs. We are first working with the 8 full launch pilot colleges, then rolling out to the 16 additional pilot colleges, then to the CCC system. The first release will be a “minimum viable product” and there will be iterative releases based on feedback and additional features going forward. We greatly appreciate the commitment of the full launch colleges in being the first to venture forward.

Timeline for the Exchange (see Powerpoint slides for more information):

- For the 8 full launch colleges:
 - April/May 2016: Delivery of the SIS adaptor and training (CCC-ID and Shibboleth version 3 already in place)
 - June/July 2016: Release administrator interface and training
 - Aug/Sept 2016: Introduce student workflow as part of Fall 2016 class registration in the timeframe of campus open registrations
 - October 2016: Exchange available for Spring 2017 early registration
- For the additional 16 pilot colleges - version 1.1 of the Exchange
 - Feb-May 2017: Delivery of the SIS adaptor and training (staggered deliveries)
 - May/June 2017: Release administrator interface and training
 - June/July/August 2017: Student registration in place for Fall 2017 registration and in time for priority registration in Spring 2018
- Starting in September 2017, all 24 colleges will have access to the Exchange and are on common Exchange release cycles. Ongoing software release cycles are anticipated each March and October going forward.

A general discussion ensued regarding the complexity in working with multiple SIS systems and the possibilities for scaling this effort to include non-pilots in the Exchange. The Systemwide Architecture Committee (SAC) is also discussing these challenges.

The Consortium will determine how the Exchange is used going forward and take ownership of what the Exchange will become. For example, the Consortium can choose when to open up the Exchange to additional C-IDs or to create jointly-offered degree programs between colleges. The OEI management team can help facilitate this.

Comments for the OEI team:

- Provide a paragraph for students and faculty that describes why the Exchange is better than what they could do on their own.
- Remind faculty that they are getting an “amazing number of free resources”. “Proctorio will change the entire fabric of how we do online classes” (regarding conducting final exams). OEI includes “all the amazing things that we have always wanted but were not able to provide. Now that we are working together, we can have these things.”
- “As one of the other 89 colleges, thank you!”

The group was reminded that the Consortium will initially only allow students to have two Exchange courses per semester. The Consortium may wish to examine the impact on home colleges and determine what to do going forward. This is a student Exchange with a focus on student completion.

The Student Portal and Exchange development teams meet regularly to coordinate efforts. The student workflow for the Exchange uses the CCCApply portal feature. This happens in the background. Single sign-on with Shibboleth and CCC-ID as the common identifier across systems are key ties to the Portal.

IV. Formation of College Implementation Teams and MOUs

The initial MOU is for two semesters and a relatively small group of students. It is important to get signatures from the eight full launch colleges as soon as possible but all 24 pilot colleges should be looking at it and putting it on their local academic agendas.

Jory Hadsell thanked the SPOCs for all their hard work to date. Going forward, we would like to form implementation teams at each college so that all functional stakeholders can participate

in conversations related to their work. Jory shared an initial implementation team proposal that mirrors the other two initiatives. This list will be posted on Basecamp with more information about the roles of each participant.

The OEI management team will contact the SPOCs in the next week to begin forming these implementation teams.

Suggestions:

- A memo/email to the college presidents from Pat James or Joe Moreau to make them more aware of the initiative and what has been accomplished.
- The OEI team will continue to have online "Office Hours". Fresno City has brought a different group of stakeholders from their college to each meeting; this is a great model to spread awareness.
- More information about what the Enrollment manager will need to do
- For those colleges also working in EPI or CAI, information to encourage local representatives from the various initiatives to work together.

V. Beyond the Pilot - What are we Going to Need?

The group conducted a brainstorming session about things to consider going forward. This included ways to encourage more schools to be involved, issues to resolve before the Consortium gets bigger, and a wish list for future versions of the Exchange.

A list of these ideas was posted on Basecamp. Highlights include:

- streamlining the process
- developing a comprehensive marketing strategy
- ways to facilitate use of OER, Ted Talks, and other free materials
- a streamlined alternative to the SmarterMeasure online learner readiness assessment
- expanding the course review process to all colleges
- more direction and support to ensure course accessibility and accessibility compliance
- communities of practice for faculty to share effective practices
- increase the list of C-IDs for the Exchange
- mentorships and collaboration for colleges thinking about moving to Canvas
- the impact for a college that does not move to Canvas
- coordinating and standardizing practices for drop dates, incompletes, etc.

Judy Baker will post her extensive materials on migrating from Etudes to Canvas. She mentioned that much of this material is applicable for all LMSs and includes models for good course structure.

A beta version of UDOIT from University of Central Florida that can check course content for accessibility in Canvas is now available.

Some faculty are discovering that their course turns into something very different when they migrate their course from Moodle to Canvas. This has caused us to re-evaluate course reviews that were not in Canvas at the time. Some of these courses will now receive full re-reviews after moving to Canvas. From now on, all courses that are reviewed must already be in Canvas so this re-review only applies to the earlier course reviews. Michelle Pilati encouraged faculty to work with an instructional designer before re-reviews in Canvas to make the re-review process easier for the instructor.

@ONE has just hired a training and development coordinator as well as an instructional designer to help make the course migration process less laborious. We are also working on providing more guidance on common mistakes etc. See oei.onefortraining.org for a step by step guide to the review process.

The OEI team gets many request to present at local colleges and conferences. If a Consortium member would like to be an ambassador for these events, please contact Pat James.

New Work Group Requests

- Financial Aid Work Group: We will soon need to begin work on a financial aid consortium agreement. For the first version of the Exchange, financial aid will be a manual process. An agreement is federal requirements in order to combine units for financial aid purposes. The Reciprocity Summit Financial Aid Subgroup led by Kevin Harral at Foothill College will restart with this in mind. Bonnie Peters asked the SPOCs to help introduce her to the financial aid person at each of their colleges so that they can be included in this work. Bonnie is hoping to have at least all full launch colleges represented.
- Expanding the C-ID list: Jory Hadsell will lead a collaboration with the Consortium and OEI Steering Committee Academic Affairs work group.
- Suggestion to form a work group to investigate bringing more colleges onboard
- Suggestion to form a work group to develop the next version of the MOU

VI. RP Group - Report on Findings

Alyssa Nguyen, Associate Director of Research and Evaluation at RP Group, summarized the RP Group evaluation timelines. In the past, the evaluations focused on separate tutoring and readiness pilots since they had different timelines. Evaluation reports for Spring 2015 will be posted to Basecamp soon.

For Spring 2016, the readiness and tutoring surveys have been integrated and will be provided to all 24 pilot colleges; the Canvas effort adds a separate survey for the 8 full launch colleges.

A discussion ensued about ways to make this more manageable for pilot college faculty and students.

Pat reminded us that we would like to compare fully-resourced online courses versus those not fully resourced rather than face-to-face versus online. We could also investigate before versus after a course became resourced. Anecdotal information is also very helpful.

VII. OEI Website Feedback

A new OEI public website was launched in December. The group was reminded that this is intended for public audiences; we are investigating solutions for easy access to information specific to the pilots.

Suggestions and feedback on the OEI website:

- The acrobat pdf version of the Rubric was difficult to find
- Include a feedback form (to facilitate this, the OEI admin position needs to be filled first)
- Make it easier to find the OEI website from the Chancellor's office website
- Especially for longer pages, repeat the website menu at the bottom of the page
- Include more visible information on "Why consider Canvas?"
- A page that lists all the resources that come with Canvas
- Add a self-serve user forum - a community "support room"

VIII. Questions for Management Team

Basecamp

The group received an overview of Basecamp, the tool we are using for Consortium-related conversations, files, and calendars. Note that it is better to upload acrobat pdf files and share google doc links rather than uploading Word docs; Word docs must be downloaded before you can view them. You can also use Basecamp from an app on your smartphone. Each person can set up their own email notification frequencies.

A new version of Basecamp has recently been released and is being piloted by Butte. This contains many new features such as folders and to do lists that may make Basecamp even more useful for this group.

Canvas Adoptions

As of the end of December, 37 colleges have fully-executed Canvas contracts and are in various stages of implementation. Six colleges had previously used Canvas. At least 15 of the pilot colleges have already adopted Canvas. Around 52 colleges are now in various stages of adoption.

By summer, we anticipate that half of our colleges will be using Canvas. This is two years ahead of schedule!

Instructure meeting

Joe Moreau reported that their recent meeting with our Canvas vendor, Instructure, was very productive and we received the attention we needed and deserved as their #1 customer. We have indeed found a partner, not just a vendor. Our CCMS Committee will play a key role going forward in discussing key features for future Canvas releases.

IX. Future Meeting Schedules

Conferences

Feb 21-24 CISOA conference of CCC Chief Information Officers. OEI will present information about the Exchange technology.

April 7-8: 4CSD Conference of professional development staff across the state. OEI is a partner for this conference. This is a great opportunity to join together.

Future Consortium meeting dates

Feb 19: Virtual zoom meeting starting at 10:30am (Piggyback onto the state chancellor's office meeting)

March 11: Face-to-Face. Tentative location: Sacramento. Since the OEI-SC (Steering Committee) is holding a virtual meeting that morning, the first part of the meeting will include only Consortium members. Others will join after the OEI-SC meeting is over.

April 15: Virtual zoom meeting starting at 10:30 (Piggyback onto the state chancellor's office meeting)

May 6: Face-to-Face. Tentative location: Sacramento

June : Proposal to meeting during the Online Teaching Conference for a joint OEI Consortium and OEI-SC dinner meeting

Summer: Optional virtual zoom meetings to be scheduled at a later time

Adjourned: 2:45 p.m.

Minutes respectfully submitted by:

Carol Lashman, OEI Project Liaison

Jory Hadsell, OEI Chief Academic Affairs Officer

Attachment A: List of Attendees

Name	Title	Organization
Anna Stirling	Interim Director	@ONE
Perry Jehilcka	DETC - Faculty Co-Chair	Antelope Valley College
Gregory Beyrer	OEI Steering Committee Member	ASCCC
Dr. John Freitas	Area C Representative	ASCCC, OEI Steering Committee
Dan Barnett	Distance Learning Coordinator	Butte College
Dr. Luozhu Cen	Dean for Student Learning	Butte College
Steve Klein	Statewide Program Director	CCC - Technology Center - OEI
Gary Bird	Technology Director	CCC Chancellor's Office
Amy Carbonaro	Statewide Project Manager-OEI	CCC Tech Center
John Sills	Product Manager	CCC Tech Center
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
Joe Moreau	OEI Executive Sponsor	Foothill - De Anza CCD
Dr. Judy Baker	Dean, Technology and Innovation	Foothill College
Sasha Anderson	Math instructor	Fresno City College
Autumn Bell	Director of Distance Education	Fresno City College
Lindsey Bertomen	Instructor	Hartnell College
Renata Funke	Dean, South County Education	Hartnell College
Carol Hobson	DE Specialist/BUS Faculty	Hartnell 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
Dr. Jaye Luke	Distance Education Coordinator	Monterey Peninsula College
Mary Johnson	Distance Learning Coordinator	Mt. San Antonio College
Dr. Del Helms	Distance Education Coordinator	Mt. San Jacinto College

Micah Orloff	Dean of Academic Computing, Technology, and Distance Education	Mt. San Jacinto College
Rosemary Ray Yoshikana		Ohlone College
Dr. Jory Hadsell	Chief Academic Affairs Officer	Online Education Initiative
Barbara Illowsky	Dean of Basic Skills & OER	Online Education Initiative
Patricia James	Executive Director	Online Education Initiative
Jayme Johnson	Director of Accessibility and User Experience	Online Education Initiative
Carol Lashman	Operations Project Liaison	Online Education Initiative
Bonnie Peters	Chief Student Services Officer	Online Education Initiative
Dr. Michelle Pilati	Chief Professional Development Officer	Online Education Initiative
Marina Aminy	Interim Dean, Online Education and Learning Resources	Saddleback College
Will Breitbach	Dean	Shasta College
Tom Martin	Faculty	Shasta College
Alyssa Nguyen	Associate Director of Research and Evaluation	The Research and Planning Group
Andrea Horigan	Professor	Ventura College
Dr. Gwendolyn Lewis Huddleston	Dean of Distance Education	Ventura College
Michele Laveaux	Instructional Designer	Victor Valley College
Dr. Rolando Regino	Dean of Instruction	Victor Valley College
Eric Ichon	Dean	West Los Angeles College
Beraki Woldenhaimanot	Assoc.Prof. of Geology	West Los Angeles College