



ONLINE EDUCATION INITIATIVE - CONSORTIUM MEETING MINUTES

Friday, September 14, 2018, 10:00 AM – 3:30 PM

Face-to-Face Meeting

Chancellor's Office, Sacramento, CA

LIST OF ATTENDEES

Wendy Bass, Kim Beaton, Autumn Bell, Patrick Bettencourt, Gregory Beyrer, Shelly Blair, Greg Bormann, Tim Botengan, William Breitbach, Davena Burns-Peters, Julie Brown, Meghan Chen, Melissa Colon, Melody Chronister, April Cabbage, Sean Davis, Maniphone Dickerson, Maria Fernandez, Marilyn Flores, Anasheh Gharabighi, Nancy Golz, Jessica Grimes, Jory Hadsell, Eric Hanson, Andrea Hanstein, Marilyn Harvey, Carol Hobson, Gwendolyn Lewis Huddleston, Eric Ichon, Carol Impara, Teresa Ishigaki, Scott James, Matthew Jones, Kate Jordahl, Jim Julius, Kevin Kelly, Michael Kilivris, Kandace Knudson, Cherylee Kushida, Erin Larson, Grant Linsell, Tom Martin, Joanna Miller, Carrie Monlux, Joseph Moreau, Bob Nash, Gretchen Nelson, Kenley Neufield, Karen Oeh, Sharon Oxford, Michelle Pacansky-Brock, Rebecca Pang, Fred Patrick, Bonnie Peters, Sarah Phinney, Lorrie Ranck, Charlene Reed, Carol Reitan, Marsha Reske, Richard Robison, Marvin Rodriguez Gabut, Brian Sanders, Justin Schultz, John Steffens, John Taylor, Xochitl Tirado, Treva Thomas, Jena Trench, Francine Van Meter, Vivian Verela, Scott Vigallon, Suzanne Wakim, Kay Weiss, Brian Weston, Cynthia Wilshusen, LeBaron Woodyard, Aeron Zentner

I. IN-PERSON INTRODUCTIONS

Welcome to the Original Colleges and new Online Equity Cohort representatives.

II. APPROVAL OF AGENDA & MINUTES

The Meeting Agenda was approved by consensus; no revisions.

The Minutes from the August 9, 2018 meeting were approved by consensus; none opposed.

Google Docs is used for the agenda and minutes. Check Basecamp for all documents. Talk to Kate Jordahl for a quick guide on settings.

III. CO-CHAIR ELECTION

Each college was given one vote. Nominations included Shelly Blair, Coastline Community College, and Joanna Miller, Contra Costa District. Joanna Miller was nominated for the two-year Administrative position. Wendy Bass will serve for another year in the Faculty position. These positions rotate every two years and are staggered to reduce disruption.

IV. CVC – OEI UPDATE (Jory Hadsell)

The CV-OEI is focused on institutional collaboration with a goal of helping students transfer.

The core mission is to increase student completion of transfer degrees by working together to increase access to quality online courses and support services for students.

The CVC-OEI Social and Technology Infrastructure will leverage the collective size and expertise of systems to reduce costs, align to common platforms, and create a sustainable model that yields better results for students and institutions. With 56 colleges (23 new, 33 original), the consortium will improve online learning for students throughout the state. There has been much success in bringing colleges together to collaborate through a variety of services, such as contracts, technology tools, course search, marketing, professional development, and quality standards. As relationships are built, make sure colleges get what they need from the consortium.

The CVC-OEI is working on four major strands: Technology, Access, and Support Services (to provide an elegant experience for students), Faculty Support and Professional Development, and Institutional Collaboration at scale. From day one, the approach has been to work hand-in-hand with faculty leadership and campuses to implement the CVC-OEI objectives and resolve problems. Priorities do matter, and Joe Moreau, the FHDA Vice Chancellor of Technology and CVC-OEI Executive Sponsor, is building collaboration, trust, confidence, teaching, and learning, supported by technology. The team presence across the state is about relationships and “care and feeding.” In addition, the CVC-OEI outcomes on course success rate are +4.9% points higher than non-Aligned and non-resourced courses.

The CVC-OEI has developed a 5-year Roadmap (2018-2023) with five main categories: Consortium, Growth, Ecosystem, Students, and Faculty. The Consortium will identify criteria and agreements for teaching colleges. The Chancellor’s Office provided very clear targets for growth, especially around online ADTs, certificates of achievement, and other metrics. Ecosystem: Work with Canvas and all the services and tools that are integrated into Canvas for the student experience, including tutoring, proctoring, readiness, counseling, other services, and the course exchange. There are three strands within the ecosystem: the exchange, CVC.edu website, and Canvas. The cost of Canvas for 114 colleges is \$12 million. Students: Increase student awareness and success is a priority. Faculty: Course quality and providing instructor and staff support.

The strategic goals for CVC-OEI include: Increase the number of CCC students who attain ADTs and certificates, workforces outcomes, and transfers. Reduce online student success achievement gaps (special focus on students who are underserved and underrepresented, including individuals with disabilities and those with basic skills needs). Increase the number of online course and program pathways that are driven by employment needs. Increase ease of use and convenience of the online experience. Decrease the cost of student education through online access. Increase the number of seats available in quality online courses. Improve the retention and success of online students, particularly those enrolled in Consortium college courses and programs.

For 2018-2019 there are ten Project Clusters (Branding & Promotion, CCMS/Instructure/Canvas, CVC, Equity Cohort, Governance & Operations, Student Support Tools, Support for Online Teaching & Learning, CVC Cross Enrollment Automation POC,

Technology Backbone, Transition). The CVC-OEI will bring back reports to the consortium and share information over the year.

V. VISIONING – ROLE OF CONSORTIUM IN CVC-OEI (Jory Hadsell & Kevin Kelly)

CVC-OEI Governance Reflection & Realignment

The presentation and reflection activity goal was to identify ways in which to better align and reduce complexity for the governance/advisory groups. The Advisory Committee directs policies, direction, and strategy. The Consortium discusses the nuts and bolts of how things are done.

The consortium attendees broke into small groups and provided results from the activities. A question for the consortium asked participants to identify what has worked over the last years and if new, what are the expectations? Results included effective meetings, process through which OEI adopted Canvas, get student services on board, hold local meetings to increase engagement and community, build relationships across campus, and invite counselors, student aid colleagues to attend Zoom meetings.

To follow up, consortium members discussed what to change, and if new, what to avoid? Comments included: avoid excluding counselors, have more opportunities for project leads to connect and share, improve clarity of roles, and increase standardization/modeling.

Jory Hadsell and Kevin Kelly reviewed the context for governance vision and the guiding principles: transparency, efficiency, evaluation/improvement/representation/accountability. There are fourteen work plan objectives to provide a context for the governance vision with specific CVC-OEI projects. There are challenges to address while setting the vision, and the consortium added other challenges to be addressed.

The purpose and responsibilities of the Consortium Charter were presented. The Consortium will provide structure and guidance to do the following: Increase growth for online course development, approval, and delivery to comply with the Legislature's intent to alleviate shortages of certain courses at local campuses. Facilitate robust faculty/staff orientation, professional development, and support. Assist in the development and delivery of comprehensive online learner readiness resources and other student support services. Increase the use of technologies to support online teaching and learning capabilities. Streamline student service delivery and the enrollment process.

Brainstorming activities provided insight into a number of questions regarding the structure of the governance groups to help the CVC-OEI better support the mission and strategic goals.

VI. FORMATION OF A WORKGROUP TO DISCUSS POTENTIAL PARTNERS / VENDORS (Andrea Hanstein & Michelle Pacansky-Brock)

The CVC-OEI is creating a Digital Ecosystem Workgroup across constituency groups to get feedback on best learning technologies to serve the needs of students. This group will determine the scope of services based on strategic needs, vet potential vendors, and consult

with subject experts (CVC-OEI governance groups and CVC-OEI Executive Team). This is a workgroup, not a governance group. Andrea Hanstein will post a request for membership in Basecamp and will review in October.

VII. MANAGEMENT TEAM UPDATES

Finish Faster Online and Website Updates (Andrea Hanstein)

The objectives for Finish Faster Online are to increase access to high-quality, online, transfer-level courses for California college students, increase and accelerate student completion, increase awareness of online support services, and market opportunities for enrollment. The search results focus on the 56 Consortium colleges with the ability to upload course listings directly to Quottly catalog via a CSV file. Online services badges forwarded to colleges.

The CVC-OEI process to collect the CSV files is to contact the IT Director and forward to Quottly to upload the file. This process is just temporary. But, there are glitches. If something is wrong with the Quottly course search/listing, contact Bonnie Peters, Jay Field, or Justin Schultz. Badging has been included and is associated with the college rather than section level. A badge is planned for Zero Cost Textbooks. As the Master Consortium Agreements are signed, an email will be sent to the IT Director and Project Leader for the 2018 Equity Cohort colleges to request a CSV file. The way Quottly scrapes data is 85-90% accurate, but if a college wants to send a CSV file, that is an option. Every class in Finish Faster Online is transferable.

From July 1 - September 7, 2018, there are 9,118 full online classes at California Community Colleges.

Print and digital collateral were sent to the 56 Consortium colleges. New marketing material will be sent once the rebranding of the CVC-OEI is finalized.

Marilyn Harvey mentioned that colleges will hear from her soon about the Proctoring Network, a call will go out.

CVC-OEI Update: Where are We going... Let's Get There Together (Jory Hadsell)

Over the summer, CVC-OEI introduced Finish Faster to provide value to colleges, and students can search for online classes. For the new grant, there is a shift in strategy to use a commercially available product for the new CVC Exchange. It has been launched and is moving quickly to provide access to a broader set of courses while adhering to quality standards. It is a different technical model with reduced implementation complexity.

The CVC Exchange has three major paradigms: Course Finder provides a good search function with Quottly starting for Summer and Fall 2018. Fully Online ADTS, Certificates, and Programs developed through Concentric Sky program mapper for Spring 2019. Automated Cross-Enrollment using n2n Services. There are three pathways for students through the Exchange: CVC-OEI Consortium Student (skips the application, registers for course), Non-Consortium Student (goes through application process, Chancellor's Office streamline CCC

Apply), and Unaffiliated Student with no Home College yet (bring new students into the system, shows them what programs are online, search for courses, streamlined application).

CVC, OEI, and @ONE are rebranding and consolidating around a single online hub. Content from the different websites will be migrated. The CVC catalog will be sunsetted, and the new site will reflect CVC Exchange, Course Finder, and Featured Online Programs. There are significant efforts to increase student awareness.

The timeline for the Proof of Concept is September 30, 2018, as the target date. There will be a limited production release for winter/spring 2019 cycle (November registration). In early spring 2019, will start working with other colleges, and pull 12 from the original 23 Consortium colleges. By Spring 2020 registration, it is projected that 31 colleges will be in the Exchange using cross-registration. Courses from all 114 California Community Colleges will be available, but badged courses are on top.

A suggestion was brought up to create a Faculty Exchange to find faculty with CVC-OEI Rubric Aligned courses.

Cross-enrollment Automation Update (Bonnie Peters and Jory Hadsell)

Notebowl is part of the CVC-OEI Ecosystem as an improved community tool in Canvas.

There is targeted outreach to at least 100,000 students defined by equity groups.

The Chancellor's Office shared the collaborative online Cyber-Security Certificate (25 units). LA Pierce, Fresno City, and Cosumnes River College will each include 15 students per course. The consortium is an opportunity to discuss ideas for how to create collaborative online certificates or degrees.

The cross-enrollment system will allow students from their home college SIS to enroll for online classes at teaching colleges that have available sets. Fully automated cross-enrollment with financial support will be available through the cross-enrollment portal for students at colleges that are members for the CVC-OEI Consortium and participate in the CVC Exchange.

The CVC-OEI is using a multi-vendor stack for technology with N2N Services' Illuminate integration software and Quottly, UX with Assist integration. The colleges that are currently working on the Proof on Concept include: Cabrillo (Colleague), De Anza (Banner), Foothill (Banner), American River (Peoplesoft), Cosumnes (Peoplesoft), Folsom Lake (Peoplesoft), and Sacramento City (Peoplesoft). September 30, 2018 is the first prototype/test, October 2018 to finish the Proof of Concept (reporting, admin dashboard, etc.), and November 2018, move to limited production release. Students will be able to register for winter and spring 2019 terms.

The student dashboard is simple, clean, and useful. Students can search by IGETC Requirements, CSU/Breadth Requirements, and Course Name. Students will see the list of courses with badged courses showing on top. The CCCID (from the application) is important

because the dashboard will show all the classes the student has registered for at the different community colleges. The dashboard also saves the student's searches. The student receives notifications, and the site is mobile friendly. There is an Administrative Dashboard that provides reports and different levels of permission.

Professional Development Update (Autumn Bell)

Twenty percent of the online courses being offered are badged. A 4-week Peer Online Course Review (POCR) course will be offered in spring, 2018. Before cross-enrollment starts in the CVC Exchange, the Academic Senate has four standards for alignment/quality standards: CVC-OEI Rubric, Peer-to-Peer training, POCR Course, and ongoing yearly training. At the Fall Plenary, the Academic Senate will vote on a resolution for local adoption of the Rubric and design process.

For participation in the Peer Online Course Review at the local college level, once aligned, send Autumn Bell three courses for review, and they will go to a Leader Review and Accessibility expert.

Updates to the Workplans include streamlining the CVC-OEI Rubric with minor revisions, and streamline Section D for improved language. In early October 2018, the new Rubric will be available. A staffing change has occurred for @ONE with Instructional Designer, Liezl Madrona leaving to work with Sean Keegan at the Accessibility Center. The gap will be filled over the next several weeks.

@ONE has transitioned to untethered, online Professional Development training with less face-to-face trainings on campus. Two specific, untethered events that colleges can participate in from anywhere include First Fridays, the first Friday of the month. On October 5 is a presentation on CCC Tools to Support Student Success (NetTutor, ConexEd, and Quest). Another event is CanInnovate on October 26, 2018, with concurrent sessions throughout the day. There are three ways to attend: online, regional hub, and on-campus viewing room. These activities and updates will be available in a newsletter just for the Consortium.

Ecosystem Portfolio Update (Kate Jordahl)

Canvas is now structured as part of the CVC-OEI grant, and it serves as an equitable learning management system for students and part-time faculty. The availability of the Student Services/Instructional Tools of the CVC-OEI Ecosystem was shared.

The CVC-OEI Ecosystem includes: Quest, NetTutor (up to 500 hours, additional hours may be purchased by college. For 2018-2019 the negotiated rate of \$23.50/hour, charged by actual usage, minutes never expire), WorldWideWhiteboard, ConexED/Cranium Café (expanded for other areas to use it, such as Financial Aid), Proctorio, NameCoach, and Notebowl (fully subsidized). The original colleges will continue with the same tools, including VeriCite (until June 30, 2019). VeriCite is not part of the portfolio because it is not verified as accessible. Proctorio will be given to colleges that request it. Reports are available on the number of tests administered.

A question was asked about using a closed captioner in Confer Zoom through Palomar College. Captioning is available for instruction only at no cost.

VIII. OEI HIGHLIGHTS

The CVC-OEI staff introduced themselves to the Consortium.

IX. ADDITIONAL COMMENTS/QUESTIONS & SUGGESTED FUTURE AGENDA ITEMS

None

Next Meeting: October 19, 2018, 9:30 - 11:30 am on Zoom