The Chancellor’s Office is committed to supporting the California Community Colleges as the COVID-19 pandemic continues to impact our state and our system. On July 7, 2020, our office issued a memorandum detailing the expanded system-wide technology support infrastructure for colleges, through a coordinated effort with the California Virtual Campus (“CVC”) and the Foundation for California Community Colleges (“FCCC”) CollegeBuys, to ensure continuity of access and deliver effective instruction for students in the virtual environment. This memorandum follows up on the July 7th memorandum and provides an update on the Chancellor’s Office’s support for specific technology resources until the end of June 30, 2021.

**Continued System-wide Technology Support**

Given the significant increases for technology to effectively virtualize learning without additional state appropriation, the Chancellor’s Office has worked with its partners to establish equitable standards and procedures to evaluate existing technology resources and determine strategic system-wide technology investments. The Chancellor’s Office will continue to explore ways to optimize its support to ensure equitable access to, and effective delivery of, virtual instruction. The table below provides an update on the list of statewide technology platforms that will receive continued system-office support through the end of the fiscal year. Funding beyond fiscal year 2020-21 will be re-evaluated and is contingent on 2021-22 State Budget resources.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Tool</th>
<th>Funding Support</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Management System</td>
<td>Canvas (Instructure)</td>
<td>Full funding support until June 30, 2021</td>
<td>CVC website</td>
</tr>
<tr>
<td>Learning Management System</td>
<td>24x7 Chat Support</td>
<td>Full funding support until June 30, 2021</td>
<td>CVC website</td>
</tr>
<tr>
<td>Student and Faculty Support</td>
<td>Canvas (Instructure)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online video and engagement</td>
<td>Canvas Studio (Instructure) - this was</td>
<td>Full funding support until June 30, 2021</td>
<td>CVC website</td>
</tr>
<tr>
<td>platform</td>
<td>provided at no cost.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online tutoring platform</td>
<td>Pisces (Link-Systems, Intl.)</td>
<td>Full funding support until June 30, 2021</td>
<td>CVC website</td>
</tr>
</tbody>
</table>
Online accessibility support  Ally (Blackboard)  Full funding support until June 30, 2021  CVC website

Virtual communication platform  Zoom  Full funding support until June 30, 2021  ConferZoom website

Virtual science lab platform  Labster  Full funding support until June 30, 2021  CVC website

Online tutoring service  NetTutor (Link-Systems, Intl.)  Funding subsidy until June 30, 2021  See the CVC website for specific subsidy and requirements; special pricing also available through CollegeBuys.

Updated Support for Technology Resources through System-wide Contract Procurement & Coordination

In addition to direct funding support, the Chancellor’s Office is working collaboratively with the CVC and FCCC CollegeBuys to leverage the aggregate buying power of our system and secure advantageous pricing and discounts for the technology resources listed below.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Tool</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online readiness assessment</td>
<td>SmarterServices</td>
<td>Secured through competitive RFP process, special pricing available through June 30, 2021. For more information, visit CollegeBuys, or contact <a href="mailto:collegebuys@foundationccc.org">collegebuys@foundationccc.org</a>.</td>
</tr>
<tr>
<td>Online plagiarism and student integrity services</td>
<td>Urkund (Ouriginal)</td>
<td>Secured through CA Public Contract Code 20661, special pricing available through December 31, 2022. For more information, visit CollegeBuys, or contact <a href="mailto:collegebuys@foundationccc.org">collegebuys@foundationccc.org</a>.</td>
</tr>
<tr>
<td></td>
<td>Turnitin (Vericite)</td>
<td>Secured through competitive RFP process, special pricing available through June 30, 2021. For more information, visit CollegeBuys, or contact <a href="mailto:collegebuys@foundationccc.org">collegebuys@foundationccc.org</a>.</td>
</tr>
<tr>
<td>Online proctoring</td>
<td>Proctorio</td>
<td>Secured through competitive RFP process, special pricing available through June 31, 2022. For more information, visit CollegeBuys, or contact <a href="mailto:collegebuys@foundationccc.org">collegebuys@foundationccc.org</a>.</td>
</tr>
<tr>
<td>Online student engagement platform</td>
<td>Pronto</td>
<td>Secured through CA Public Contract Code 20661, special pricing available through December 31, 2022. For more information, visit CollegeBuys, or contact <a href="mailto:collegebuys@foundationccc.org">collegebuys@foundationccc.org</a>.</td>
</tr>
</tbody>
</table>
### Technology Resources

**Geographic information system software (GIS)**
- **Provider**: Esri
- **Details**: Secured through CA Public Contract Code 20661, special pricing available through December 31, 2022. For more information, visit [CollegeBuys](#), or contact [collegebuys@foundationccc.org](mailto:collegebuys@foundationccc.org).

### Accessibility for Google G-Suite environments
- **Provider**: GrackleDocs
- **Details**: Secured through CA Public Contract Code 20661, special pricing available through December 31, 2022. For more information, visit [CollegeBuys](#), or contact [collegebuys@foundationccc.org](mailto:collegebuys@foundationccc.org).

### Digital and electronic signature platform
- **Provider**: Adobe
- **Details**: Secured through CA Public Contract Code 20661, provided at no additional cost to all CCCs participating in the Adobe Enterprise Term License Agreement (ETLA) through June 30, 2022. For more information, contact CollegeBuys [collegebuys@foundationccc.org](mailto:collegebuys@foundationccc.org).

### Telehealth services
- **Provider**: TimelyMD
- **Details**: Secured through CA Public Contract Code 20661, special pricing available through June 30, 2023. For more information, visit [CollegeBuys](#), or contact [collegebuys@foundationccc.org](mailto:collegebuys@foundationccc.org).

### Contact tracing software and applications
- **Provider**: OptimumHQ
- **Details**: Secured through CA Public Contract Code 20661, special pricing available through October 14, 2021. For more information, visit [CollegeBuys](#), or contact [collegebuys@foundationccc.org](mailto:collegebuys@foundationccc.org).

### Online student services platform
- **Provider**: Cranium Cafe (ConexED)
- **Details**: Contract still in negotiation. For more information, visit [CollegeBuys](#), or contact [collegebuys@foundationccc.org](mailto:collegebuys@foundationccc.org).

### Aid (Food) distribution platform
- **Provider**: Uber Eats
- **Details**: For more information, visit [CollegeBuys](#), or contact [collegebuys@foundationccc.org](mailto:collegebuys@foundationccc.org).

### Updates on Tackling the Digital Divide through the Digital Access Program

COVID-19 has intensified the digital divide, leaving many students without necessary technology tools (internet, laptop, and specialized software) to continue their academic journey. The Chancellor’s Office, in collaboration with the FCCC CollegeBuys, launched a Digital Access Program to assist in procuring and distributing digital resources to students. Through this program, colleges may procure these technology resources in bulk on behalf of students, and have the program assist in the distribution of those resources based on a college's unique needs. The program also hires and trains local students as Student Ambassadors to support their peers in navigating and optimizing resources in the new virtual environment.

Since the pandemic began, over 50,000 laptops and Chromebooks, 25,000 classroom software programs, and 10,000 multi-device-connection internet hotspots have been distributed by the program directly to students through a coordinated effort with various community colleges.
For more information on the Digital Access Program, please contact collegebuys@foundationccc.org.

**Districts and Colleges Should Leverage All Available Funding**

The Chancellor’s Office will continue to advocate for an investment in a robust Online Education and Support Infrastructure through its 2021-22 System Budget Request. In the meantime, colleges should be prepared to absorb the costs associated with the technology solutions if they decide to adopt local technology investments beyond June 30, 2021.

Colleges are encouraged to leverage all available funding to create and maintain an effective student-centered virtual learning environment. Funding sources under consideration may include general apportionments, CARES Act (one-time Institutional funds), Proposition 20 lottery apportionment, and Proposition 98 categorical funding sources, including the Student Equity and Achievement Program. Colleges should pay close attention to funding time limits when making local technology investment decisions.

Should you have any questions or need further assistance, contact me at bgomez@cccco.edu or 916-445-6299.

cc: Eloy Ortiz Oakley, Chancellor  
Daisy Gonzales, Deputy Chancellor  
Marty Alvarado, Vice Chancellor  
Sheneui Weber, Vice Chancellor  
Rebecca Ruan O'Shaughnessy, Vice Chancellor