



VENTURA COUNTY COMMUNITY COLLEGE DISTRICT  
DISTRICT ADMINISTRATION CENTER

INSTRUCTIONAL TECHNOLOGY ADVISORY COMMITTEE

JANUARY 31, 2014

12:00 PM

**MEETING NOTES**

Attendees: Ashley Chelonis, Bola King-Rushing, Dave Fuhrmann, Lori Bennett, Lucy Hg, Marc Boman, Martin Chetlen, Mary Rees, Nathan Bowen, Victory Kitamura, Gwendolyn Huddleston

Guest: Mike Rose

1. Review Meeting Notes of 11-15-2013  
The notes were approved.
2. State Chancellor's Office RFA for Online Education – Update  
Blackboard, Desire2Learn, and Canvas have been mentioned as contenders for the state online education software. The RFPs will be done within the next six months and they expect to award the RFP sometime during the next year. The state has indicated that significant input will be requested from the academic senates. Participation will be optional, not mandatory. There is no cost to the districts that opt in; VCCCD would save approximately \$170,000/year. Students would be able to register at any participating college. Dave will continue to update the group on the progress as information becomes available.
3. New Course Studio versus D2L "Lite"  
The upgrade to Luminis 5 is tentatively scheduled for this summer. A decision needs to be made by mid-March in order to allow enough time for training and adjustment. The approximately 450 faculty who use Course Studio will need re-training no matter which product is chosen. The next step is to set up a sandbox for the new CS and give interested staff/faculty access to review the changes. Marc hopes to have this available within a week or two. Mike R. will investigate the 'impersonate a user' feature in D2L and how that might translate to the new CS.
4. Desire2Learn
  - a. Downtime in late November  
A network issue caused corruption in the D2L database which resulted in an outage lasting for a couple of days. The D2L support response time was lacking; they were notified within a few hours of the outage and it took approximately one and a half days to be connected with the correct technician. Dave will have a meeting with the D2L support manager to discuss how to prevent the long response time from happening again. Once an exact cause of the network issue is determined, preventative measures will be implemented. Dave extended apologies.
  - b. Upgrade timing in December

The D2L upgrades are scheduled six months to a year in advance. The December upgrade was scheduled ten months in advance for a time frame that is normally down time for the colleges. There were a series of decisions outside of IT's scope that resulted in a conflict with the update. Due to a change in the academic calendar to begin the spring semester earlier than usual, it was necessary for the final grade entry deadline to be moved up, creating a timing conflict with the upgrade. There was a cancellation within D2L's update schedule and IT was able to reschedule, avoiding the timing conflict. Dave offered apologies for the stress that occurred and he is working with the registrars to improve communications.

c. Downtime on January 12<sup>th</sup>

A drive was being swapped out which the vendor had stated would not cause any outage or other problems. Unfortunately, that wasn't the case. In the future, these kinds of changes will be scheduled to avoid any unforeseen problems.

d. Spam filtering

As of Wednesday, a Microsoft product has been installed that has the ability to filter out spam from the D2L email. The emails are now first sent to a Microsoft site where rules have been set up to filter the emails. Stats should be available at the next meeting.

e. Integration with Lync – Testing update

Marc hasn't received any feedback. Testing hasn't progressed very far yet; Ashley reported that Rebecca has done some testing. They will set up a process and start testing more fully next week. The Lync rollout will begin at OC next week. Training will be set up during flex week at MC.

f. Wiggio

D2L purchased this product last year and it is fully integrated with D2L. The instructional technologists can review it to determine how useful it may be. Ashley knows of two instructors who also would like to review it. This will probably occur during flex week.

g. Insight

The discussion on this analytics tool is being resumed. Some of the Deans have reviewed it. The tool gathers information and predicts student success with online class choices. Dave will have more information at the next meeting and possibly have a short demo available.

5. VCCCD Strategic Technology Plan 2014-2017

The goal is to gather feedback from different sources district-wide, and to build the framework to use for writing a draft during the summer. Dave requested a volunteer to assist with the writing and opened the floor for ideas and discussion. The following is a list of the ideas suggested by the group.

- Increase mobile options for student services to allow processes to be more automated and integrated.
- Capture more student feedback for student services, encouraging a culture of student feedback.
- Give students a place where they can review past information on a broader level, more than just a course specific level.

- Encourage methods that facilitate collaboration between departments/disciplines.
- Utilize current social media to create a network of alumni and students.
- Increase student technology training and support, student computer literacy.
- Move towards green computing and incorporating green initiatives.
- Maintain and improve compliance with ADA, including making resources available to assist faculty.
- Improve the wireless system on all campuses.
- Update technology in smart classrooms including adding HD in some classrooms.

Dave requested that as the process continues, any additional ideas be emailed to him.

6. Governor's Proposed Budget: There are one-time funds for instructional equipment (IELM). VCCCD's share is a little over two million dollars.

7. Annual IT Presentation to the Board of Trustees

The presentation was made at the January Board meeting. VCCCD IT staffing ratios, in relation to the number of students, is among the lowest in the state, with MC and VC at less than half the level they should be; OC is fairly close to what it should be. The staffing levels are a college decision. The power point presentation will be emailed to the group.

8. Updates

a. Mobile app

There have been approximately 11,000 downloads. Feedback has been good; the user ratings on the apps have been good. The lack of an android app has been mentioned as a negative. There are five to six major additions to the app that will hopefully be released within the next 6-12 months, including the class schedule search.

b. Department web pages / Official Facebook Pages

This is being discussed at the highest levels and there will probably be an outside source brought in to share their expertise. Input from ITAC will probably be requested as this item moves through the different councils.

9. Other Business

Lucy requested information to share with the OC Senate regarding who faculty could contact outside of regular business hours should there be a problem that required immediate attention from the IT staff. Dave explained that there are seasonal staff that are available until midnight during the first six weeks of the fall and spring semesters. At other times, staff will sometimes see emails come in and answer them after hours; otherwise, there is no coverage after 6:00pm. Mostly, there are budgetary constraints involved with adding additional after hour's coverage. Dave will send out a schedule of hours to the group and the discussion on how to better assist faculty after hours can be revisited.

## 10. Next Meetings

- February 28<sup>th</sup>, 12:00 PM  
The time is changed to 12:30PM.