



**ANTELOPE VALLEY COLLEGE  
DISTANCE EDUCATION COMMITTEE AGENDA  
February 23, 2010  
3:30 p.m. – 4:30p.m. Room BE 249**

To conform to the open meeting act, the public may attend open sessions

- 1) CALL TO ORDER AND ROLL CALL**
- 2) COMMENTS FROM THE COMMITTEE CO-CHAIRS**
- 3) OPENING COMMENTS FROM THE PUBLIC**
- 4) APPROVAL OF MINUTES**
  - a) Distance Education Committee meeting – December 8, 2009
- 5) ACTION ITEMS**
  - a) None.
- 6) DISCUSSION ITEMS**
  - a) Goals – 2010/2011
  - b) Captioning Services
  - c) BlackBoard Announcements/e-mail
  - d) iTunes and Alternatives
  - e) BlackBoard Archiving
- 7) REPORTS**
  - a) Podcasting workgroup
  - b) Orientation workgroup
  - c) Accessibility workgroup
- 8) OTHER**
  - a) Tech Ed – Pasadena, April 11-13, 2010
  - b) Student / Faculty Surveys
- 9) ADJOURNMENT**

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## ANTELOPE VALLEY COLLEGE

### DISTANCE EDUCATION COMMITTEE MEETING

February 23, 2010

MEMBERS PRESENT		MEMBERS ABSENT	GUESTS
Dr. Parnell		Shirlene Thatch	Dr. Ed Beyer
Dr. Nancy Bednar		Connie Moise	
Beverly Beyer		Rick Balogh	
Greg Krynen		Joseph West	
Dr. Tom O'Neil		Mark McGovern	
Sheronda Myers		Bonnie Curry	
Ken Sawicki		John Vento	
Mikes Wilmes		Youssef Ezzeddine	

#### 1. CALL TO ORDER AND ROLL CALL

Dr. Parnell, Distance Education Committee Co-Chair, called the meeting to order at 3:42 PM. There were not enough members present to form a quorum so these minutes are informational only.

#### 2. COMMENTS FROM THE COMMITTEE CO-CHAIRS – Dr. Parnell made comment that Rick attended the combined meeting between the Palmdale City Council and the Board of Trustees and did a great job in regard to his presentation on the Palmdale Center and distance education. Also, Dr. Parnell had received a complaint from a faculty member about the time limits of MyAVC announcements. Perhaps talk to Scott Tuss about that. Mike Wilmes will follow up.

#### 3. OPEN COMMENTS FROM THE PUBLIC – Dr. Beyer came to the committee with complaints about the Presidium help support system subcontracted to Blackboard. He has encountered innumerable times of always getting a new tech, a new call ticket, and no idea of what notes had been left from previous calls. He feels that we are not getting very good value and perhaps the money would be better spent on our own ITS who could provide a better service help desk. Mike Wilmes relayed that this contract had been renewed in September but he would let Connie know the concerns he has encountered. Word is that many have encountered the same situations.

Sheronda Myers relayed that the ASO, with the support of the Faculty Union and Faculty Senate, will stage a walk-out on March 4 from 3-4 p.m. This is to protest the budget cuts inflicted on California educational institutions and would like all faculty to join in. The local newspapers have been notified and they will be in attendance.

#### 4. APPROVAL OF MINUTES – no quorum; approval of minutes to be forwarded to the next meeting.

## 5. ACTION ITEMS - None

## 6. DISCUSSIONS ITEMS

- a. Goals – 2010-2011 – Dr. Parnell noted that we have not talked about setting any goals yet for the 2010/2011 year. She would like everyone to think about some for the next meeting. Beverly suggested that a list of the goals from this year be brought forth so we could see where we stand in what was accomplished and what was not. One definite goal that we had was online orientation, which we are working on. Other goals may need to roll over. Dr. Parnell will check on this.
- b. Captioning Services – Dr. Parnell stated that she had received some information about captioning services. Ken Sawicki relayed that he knew of a grant for distance education captioning through the College of the Canyons(Prof. James Gallapo??). The instructors need to submit their CRNs and the amount of minutes they need for caption. Our faculty is not aware of this and it was discussed that we should do so, especially with accessibility laws. It was requested that the Accessibility Workgroup (Ken Sawicki) create an e-mail to all faculty to let them know about this opportunity. Mikes Wilmes can also make an announcement in Blackboard or Greg suggested in the Training Shell.
- c. Blackboard Announcements/e-mail – since the changeover to BB 9, there have been countless problems and Mike extends his apologies for the inconvenience and confusion to the faculty and students. Since we do not host it, it is a situation that is out of our hands. Mike has identified two software flaws that he has reported to Blackboard that they were unaware of. The first issue that has been a problem to faculty/students is why the system has not been sending e-mail messages about announcements out to the students. With BB7, there was no way to turn it off. With BB9, there is the ability to turn it on or off (default mode). For some reason, the system has been in the off position and Mike requests permission from the committee to rectify this situation. It was very apparent that all present want and need this done. It was requested that the system be set to go out to the student.

Second issue is archiving. A new hard drive has been ordered and will go out to Blackboard. Mike wishes to pull everything older than two years off Blackboard. We need to have a discussion at a future time about how we wish to handle those that have been archived. Mike brought up the fact that we had approved just one year during the chairmanship of Dr. Beyer, but he has a concern about the courses that are taught just every other year. How do those faculty get their shells? Since these courses are usually taught by adjunct, it would make it almost impossible for them to recover their shells. Mike needs to come up with a process to help those faculty. It was brought up that if a question arose involving a course and the adjunct that had taught it is no longer available; we need to have a resource to cover this type of situation. Also, the query came up if the library or IMC could keep the archives on CDs. Another problem is that some faculty are not turning off the shells for courses taught previously and students are able to see those once they go into Blackboard. A question also came up about the issue of turning on all classes at the beginning of semester and turning them all off at the end. All members present would not want the first but agree that they should be turned off at the end, possibly two weeks after end of semester. The old developmental shells should be placed in the test site to build them for future courses. All faculty have a developmental shell for every class they have developed.

Greg also brought up the issue of import/export/course copy. There is another option on Blackboard called enrollment. Mike has turned it off so faculty cannot copy their enrollment over, but if you check your enrollment button when you make your export/import or if you check it when you are doing copy, it will copy all of the students in that course from one semester to the next. So please, before you do an export, import or copy, see Greg on how to do this correctly so you will not create any problems.

The final issue is that there are many unenrolled students showing up on faculty rosters. We cannot delete them because they are not students registered at the institution anymore so Blackboard has the entire account locked out. This is an issue between Blackboard and Banner. This has come about due to many improper copies, ghosts in the system and other issues. Many faculty have encountered this but the situation has been noted and they are working on this as diligently as they can. We are also encountering trouble with students who are, indeed, registered in a class and they are not showing up on Blackboard. The best place to start with any problems is with Greg. If he cannot solve the problem, he will send it on to Mike. Dr. O'Neil recommended that a small one-two page newsletter be sent out to faculty to let them know of all the tips to solve problems they may encounter. Greg mentioned that they are all on the training shell and he maintains a list of all problems. Faculty who are encountering issues with Presidium, please send all correspondence to Mike, so if we have others who are having the same problem and a solution comes forth, then it can be forwarded on to them. Greg also mentioned that he has been on the internet and researched the web for solutions and he has found that these issues are around the world. Nothing has been found to correct them and Blackboard seems to be ignoring all of this and feels that they will take care of them when they have their next incremental update. Mike knows that Blackboard came out with a "hot fix" shortly after the start of Intersession. He would like to go ahead and apply it sometime next month. He is not sure that it has already been done by Blackboard. He will check on this and determine what is the best time to install if we need to do so. This should be a discussion item next meeting if it needs to be done.

d. iTunes and Alternatives – Currently, we offer podcasting in the IMC and they post it in their web server, which in turn host it as a podcast to our students and faculty. In order to download these videos and watch them, you need either iTunes or some other type of software that will pull up the podcast feed, process it, download the actual media itself and play it back. At this time, at least on Windows computers, there is no way to do this unless iTunes is installed on that computer because the video program that is used to play back podcasts, which is Quick time and is Apple proprietary, so without the software actually being installed, there is no way you can see what is going on. You can hear it but not see. Mike will address this in two ways – practical and IT. From the practical side, if you install iTunes on all computers here on campus, it will create a copyright issue, because the program will share all of the music you have on your IPOD with anyone else who is using iTunes on campus. The second issue is if you have podcasts on your IPOD and you plug it in, it will wipe everything out. It will act as if you are new to the program and will start you at the beginning. This could make us directly or indirectly responsible for their loss.

From the IT standpoint, when you install iTunes on your computer, it installs four different services including the music sharing service, separate helper service so it can actually communicate with the IPOD, separate updating service so you can update the

software, and can potentially install the Safari web browser if you install the most recent version of iTunes and install it on your computer. This is quite a bit in order to download videos off the internet. This is now applicable to PCs but will soon be so on MACs also. The question comes down to do we have to provide the equipment necessary for a student to be able to upload a podcast. If this information can be produced by different sources, then we should not have to.

Mike wrapped this up by saying they were converting, they are still committed to converting, and they had to change servers in order to convert the media from one format to another. He is working with Shirlene on this. He indicated that the software we have right now will not convert Powerpoint “ish” media files that some instructors generate correctly from an iTunes format to a more common and public standard that people have installed on their computers. A solution has not yet been found to make this happen.

e. Blackboard Archiving – see c) above.

## **7. REPORTS**

a. Podcasting workgroup – see d) above.

b. Orientation workgroup – we need to check with Stephen Burns on his progress with our online student orientation. Dr. Bednar has been working with Stephen so hope to have something soon.

c. Accessibility workgroup – Ken will continue to check on the captioning and the grant from the College of the Canyons.

## **8. OTHER -**

- Don't forget the TechEd coming up on April 11-13 in Pasadena. Each participant's registration is being covered by the Title V Coop Grant.
- The question of student surveys came up. They have not been done and we need to come up with something in order to ask the students how we are doing with distance education. We need this information for accreditation. This item should be put on the next agenda and contact should be made with Ted/Aaron on possibly sending out a survey monkey for us.
- Through SB 70, we would be able to upgrade one of the business computer labs to accommodate Second Life. We are not sure if we will go with Option 1, 2, 3 or 4. Connie is checking on this. It all depends if the Blade technology is compatible with Second Life, and if it is, we will go with Option 1 (upgrade for the business lab). Once set up, they will get trainers for faculty on a Friday or Saturday.
- Ms. Myers asked what information would they want from the students for the surveys. Ms. Myers indicated that we could ask ASO to help with the surveys. She also had a question on Second Life. Right now, the Second Life will be used to market to students from middle school and high schools in regard to the college. Ultimately, it may be another option, in addition to Blackboard, as a training venue for our classes. Will we be teaching on Second Life? Eventually, but not for awhile.

## **9. ADJOURNMENT -** A motion was made and seconded to adjourn the Distance Education Committee meeting at 4:40 PM. Motion carried.