



**ANTELOPE VALLEY COLLEGE
DISTANCE EDUCATION COMMITTEE AGENDA
May 10, 2011
3:45 p.m. – 4:45p.m. Room BE242**

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. Minutes from 4/26/11**
- 5) DISCUSSION ITEMS**
 - a) Recommendation from the Senate regarding a plan to speed-up instructional software installation on the network– Rick Balogh
 - b) SORT is online at
<http://www.avc.edu/onlineorientation/sort/>
does it meet our needs?– Rick Balogh
- 6) REPORTS**
 - a) Podcasting workgroup
 - b) Accessibility workgroup
 - c) Online Orientation workgroup
- 7) OTHER**
- 8) ADJOURNMENT**

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ANTELOPE VALLEY COLLEGE

DISTANCE EDUCATION AND TECHNOLOGY COMMITTEE MEETING

May 10, 2011

3:45 pm – 4:45 pm, Room BE242

MEMBERS PRESENT		MEMBERS ABSENT	GUESTS
Rick Balogh	Dr. Tom O'Neil	Dr. Youssef Ezzeddine	
Bonnie Curry	Mike Wilmes	Joseph West	
Dr. Nancy Bednar	Ken Sawicki	Tony Korwin	
Dr. Forte-Parnell			
Ken Shafer			
Priscilla Jenison			
Nancy Cholvin			
Greg Krynen			

1. CALL TO ORDER AND ROLL CALL

Dr. Parnell, Distance Education and Technology Committee Co-Chair, called the meeting to order at 3:50 PM.

2. **COMMENTS FROM THE COMMITTEE CO-CHAIRS** – Dr. Parnell relayed that she had received the most current Annual Update on Distance Education Report from Chancellor Scott's office dated April 2011. The first report dated in 2002 had been directed to be produced by the procedures and Board of the Office of the Chancellor. The last report was done in 2009. Dr. Parnell plans to read this read and give a synopsis at the next meeting.

3. **OPEN COMMENTS FROM THE PUBLIC** – none

4. APPROVAL OF MINUTES –

a. Minutes from 4/26/11 – Dr. Parnell requested comments from the members for any corrections to the minutes. With none forthcoming, she requested a motion to approve. A motion and a second were made and with no further discussion, the minutes were approved unanimously.

5. DISCUSSION ITEMS

a. **Recommendation from the Senate regarding a plan to speed up instructional software installation on the network (Rick Balogh)** – Mr. Balogh was asked by the Senate how this process was going. He replied that it was not going very well and, in fact, the four programs that had been approved by Woody Burns were not yet installed. The Senate asked why not. Mr. Balogh responded that according to Mr. Korwin, ITS was too busy to get to them. Senate requested that someone within the DECT Committee do the leg work to get it done. Mr. Wilmes felt that no one within the committee makeup had software installs within their job description and if they should do so, then he would forward this issue to the union. Mr. Wilmes job description has software installation within his job description but it is referring to server-level installs and not user applications. That being said, he spoke with Mr. Burns after the meeting and he stated that we are doing the best we can with the priorities they are given at large by the entire campus. He understood the issue but the challenge is to find someone with time to do it. They do

want to get it done but one of their lab technicians has now been hired for the Palmdale campus full time under a Title V grant effective May 2. His responsibility will be for the entire Palmdale campus. This makes them up one half a technician. Right now, they are working on everything that needs to be done to make sure that the summer courses happen without a hitch. Besides each one has a list of things that need to be done to be ready for the fall semester. Mr. Wilmes stated that they have another technician whose job duties are now coming to a finish which would allow him the time to do these four installs by the end of June.

The bigger concern voiced by the Academic Senate is that we are an educational institution. Education needs to be the priority. Things that deal with education should have a higher priority than everything else. That is the view of the Senate. Anything that deals with education should have a priority than anything else. All things associated with that would be prioritized at or near the top. The Senate is not seeing this because the software has not been installed and should have been done. Secondly, the problem with the Business Education Division where the people who are teaching these business courses and need to be taught a certain way are still not receiving what they need to teach the class. They are the teachers. They choose the book, the curriculum is given to them to teach, and they are the ones who need to have this material in place in order to teach the class. ITS should be supporting this issue and according to the Senate, they have not been doing so. The Senate is very discouraged and it appears that there is a standoff going on. Since Mr. Balogh is the link between the two, he transfers these issues back and forth. Dr. Bednar stated that the instructors in the Business Division who teach computer courses must follow and teach to the guidelines that are set forth in the COR. If there are software programs that are listed, they must have them available in order to meet these requirements. Mr. Wilmes interjected that he has been a third party looking in from the outside and have not been a party to any of the discussions. He does have a slant for ITS and he understands that we are talking about academics here. Please understand where he is coming from when he states this. It is his understanding, because AVC does not have unlimited resources to provide anything they want for their instructors at any whim, it is up to the dean in charge to strike a balance between the resources that are available for the instructors to teach and the wants of the instructors so that the COR is met. From what he has heard from one of the instructors in the Business and Computer division is claiming that they have not been to teach adequately to the COR, which he finds to be a little faulty in logic because we cannot offer the class if he cannot meet the COR. To his understanding, there are other instructors who do not have this same complaint. He cannot understand how this one cannot teach to the COR when the others can. Dr. O'Neil, dean of the Business and Computer Division stated that right now the ITS Department is writing a response to their concerns which is due on May 17. This is in response to a meeting that was conducted between the two. Mr. Wilmes stated that instructors are asking for resources which they do not need which ITS has provided alternatives for which gives them the material in order to teach to the COR. Mr. Balogh stated that it is the job of the business and computer instructors to not report to ITS but to their dean on what programs they need in order to teach their courses to the COR. Dr. O'Neil, in turn, reports to the Academic Vice President, and that is where it is at. This issue is a miscommunication that will hopefully be resolved with the meeting that was held with results forthcoming on the 17th of May. He will also share these with any interested parties. In addition, one of the concerns is will we be ready for fall with the new upgrades to Windows 7 and Office 2007. This has been stated to him in e-mails that it would be done and books have been ordered based on that premise. Mr. Wilmes responded that in regard to the software refresh in the Business and Computing labs for fall, it is his understanding that Chris, who is that building's computer tech, is planning on spending the summer almost exclusively on making sure that the software is prepped for those labs simply because other labs will not be accessible to him to prep.

As far as availability to work on software, this should not be a problem. He suggests that Woody Burns, Tony Korwin, Dr. O'Neil and Chris work on the issue of what functionality you will have and what you will not. As far as manpower to install the software to teach their classes, the software itself will be available, so it should happen. ITS is more than happy to come and install these but it all depends whether the computers are capable of handling the installation. Put in a trouble ticket as soon as possible and it will be handled in sequence. You will be informed if your computer was not able to handle the install and they will present this information to the dean for resolution. Mr. Krynen feels that the Senate concern is valid but IT is under staffed by 50%. All staff is concentrating on a small portion of computer issues and the rest must wait until the buildings are open again in August. The network must be kept going so we balance the needs that are required. He does feel that IT would best be served if it could have two servers. One would be for academics only and the other would handle all administrative needs. Since we only have one, certain programs that have been loaded onto the system are being manipulated by others which leads to help desk calls of why is it not working. The people in IT spend a lot of hours trying to correct or sort out those problems so that takes away hours to work on academic needs.

Mr. Balogh was here for their visit last year and we were given hard questions and we gave them the best answers we could at the time. Mr. Balogh walked with one of the gentlemen from the team and he told him that the solution to our problem is that we need two networks, one for academia and one for the rest of the campus. This gentleman is a leader in this area in Sacramento and that is the way it needs to go. He is convinced that is what we need so we can oversee the academic side, make it the way we want, and it will not interfere with what is going on with the rest of the campus. Mr. Krynen agreed that is what is needed but it would need to have its own administrator and the IT staff would have to be increased.

Dr. Parnell wanted to have a clarification on the computer changes to Windows 7 in buildings they only have access to. Mr. Wilmes stated that if there are computers within buildings that are listed for shutdown for summer, they would not have any physical way to access those computers. All computers in these buildings will be shut down.

b. SORT is online at <http://www.avc.edu/onlineorientation/sort/>; does it meet our needs? (Rick Balogh) – Mr. Balogh and Mr. Krynen worked on this document for the student online orientation. They removed all aspects of the Georgia college that they utilized and substituted AVC. Mr. Balogh then sent it out to various people to review. It came back needing a few changes which were done. He requests that the members of the committee check this out and let him know if they feel any changes should be made. He will forward these to Mr. Krynen. Dr. Bednar mentioned that she had played with it and found that it had erased all of her answers. This error should be sent to Stephen Burns as this is a server problem. Mr. Balogh mentioned that in discussions with others that this instrument needed to be filled out with honesty and the right attitude. So, with that in mind, is this instrument something the college will benefit from or should we scrap it? Ms. Jenison felt that the students will not read the directions. Dr. Bednar is willing to send it to her summer students and see what kind of answers we receive. Mr. Balogh asked if this instrument should have a drop-down box that would allow the student to indicate what course they wish to take. This would lead to several test questions and then it would be forwarded to the instructor of the course. This would give the instructor knowledge of that person's ability to do online work. When Dr. Bednar took online courses, the first thing you had as an assignment was passing the online assessment which was then forwarded to the instructor stating you were ready to take the course. The professors then gave you points for doing what you were supposed to do. Would it be possible to tweak the system to do this? Mr. Krynen

stated that it would have to be looked into. Mr. Balogh wants each to look it over and be ready to discuss at the next meeting. Dr. O'Neil stated that as a reason to keep it would be the fact that with SB 1440 coming into play with a maximum of 60 units being allowed at the regular registration rate and anything over would be charged at \$128 per unit. This would impact them to be willing to do this. Dr. Parnell feels that our institution needs to keep it. Dr. Bednar had recently attended the Tri-Valley Meeting which incorporates feeder colleges to Cal State Northridge. The talk of the meeting was SB 1440 and how are we implementing it. All areas of instruction brought back information on how they plan to implement different programs. The Legislature has dictated that there will be a 60 unit major at community colleges which will seamlessly lead to the CSU system. Also, information came back that CSUN will stop giving financial aid after 120 units. They expect you to work at getting your degree and then get out. They do not want people there who are taking 5-10 years to get an education. Accreditation also is looking at the fact that we did not have something in place for this issue and that, in itself, is a good reason to keep the system up and running. Mr. Balogh asks all to look at it and also for Mr. Sawicki to check it for accessibility.

7. REPORTS

- a. **Podcasting workgroup** – Ms. Curry stated that she had been unable to contact Shirlene Thatch in regard to iTunes U. It was also reported that there had been no signature as Ms. Wallace has not seen it. Mr. Korwin should check on this issue since the time that Ms. Moise had been here and working it.
- b. **Accessibility workgroup** – Mr. Sawicki stated that there is nothing to report at this time.
- c. **Online Orientation Workgroup** – refer to 5b above. We may need to dissolve this workgroup and reassign members.

8. OTHER –

- a. Dr. O'Neil informed the members that they had 12 people show up for the Second Life Training last week and 2 were from the high school district. If you wish, he could volunteer Dr. Beyer to come in to show the members during one of the meetings. Mr. Balogh will contact Dr. Beyer to see when it would be a good time. Mr. Shafer had a concern that it could slow down the server. Dr. O'Neil stated that is why only one lab is allotted to do this. No one should be playing in Second Life on their office computers.
- b. Mr. Wilmes made mention that he brings items of importance for faculty to the committee meetings that needs to be disseminated out to them. He would like to have a standard bullet on future agenda for this information that would come from IT. Mr. Balogh would like to include himself as he is meeting with Rodney every second Wednesday of the month to coordinate the IT Committee and the DECT Committee. Mr. Wilmes would be bringing information out to faculty on how the plans are going to be executed.

Second, at the Palmdale campus this summer, they plan to implement DS3 from Scenic the week between spring and summer semesters, as long as the PR is pushed through and a contractor can be employed to do the work to the Time Warner access point. If this is accomplished, then Javier will be scheduling time with Scenic and Time Warner to go ahead to make it live. Right now, we are operating on a system that is comparable to slow DSL which affects both internet connection and phone service. The new connection will be 30X faster. This will allow the capability of pulling files from Lancaster without having to copy them at Palmdale to make them available for instruction. This should eliminate many of the problems that have occurred in both the academic side as well as the administration side. It will also open up new possibilities with increased bandwidth.

Third, Blackboard will be upgraded to version 9.1 production environment during the week of August 15. It will take a 2-3 day window to get this done but will be done before school starts, but faculty needs to be made aware of this as they try to get ready for school. This was the best date picked. An announcement needs to be sent out to faculty. Also, the system was down over the previous weekend and it was not a planned one. The system went down on Blackboard's end. All planned outages are listed on the website of IT.

Fourth, because of limited resources and access to resources, any faculty who on dependent on the first day of class for computing resources should go into their classrooms prior to the beginning of the semester and confirm that software they need to teach does, in fact, work. In talking with technicians, it will be a first-come, first-serve basis as far as requests go. So, if instructors come in the first day of class and has a problem, their request is put to the bottom of the pile. Dr. Bednar suggested that through Dr. Parnell and Dr. O'Neil that this information be included in the dean's meeting so it is disseminated out to all other deans for their respective faculty members. Mr. Shafer asked if there would be a location on the server where the programs that they would like installed be placed. Mr. Krynen stated that this type of system would like to happen but there needs to be a program installer and that is still waiting.

Fifth, Windows updates will hopefully be done in the classrooms before school starts as the technicians should not have as much workload this summer with campus being shut down as planned. If this were not done, there would be 3 months of updates that would need to be done on each of those computers before they could be used. Mr. Wilmes also mentioned that his patch date is the Sunday before school starts which was the only day it could be done. Mr. Krynen also mentioned that he has sent out messages to faculty encouraging them to start playing with BB 9.1 before it is installed. He has been asked again to send out another message before school ends for spring. Most should have a lot of time this summer so they could come back to campus fully prepared for BB 9.1. As Mr. Krynen reminded everyone, this install should go without a hitch since it is only an incremental update but remember, it is Blackboard.

c. Dr. O'Neil wished to inform everyone that the Business Division has received Perkins funds so they have enough to upgrade one of the labs. More money may be coming in to upgrade two more labs. The second is a rumor the he came across is that there is a major publishing house (possibly McGraw) that may possibly be buying out Blackboard within the next 6 months.

d. Mr. Balogh expressed his concern that students are not able to see their grades in Blackboard when the deadline comes for dropping the class. If they can't see their grades, they don't know if they should drop or not. He has been in touch with Presidium who tells the students that the issue has been resolved but in actuality the technicians are still working on it. They are also telling the students that it is the fault of the instructor. If they could tell him what the problem is, he would correct it so they could see their grades. He has no problems with his other classes, just ones for online. He feels that nothing should be said about the problem being resolved or that it is the fault of their instructor. The Academic Senate President wanted to know if there were other instructors with the same problem. Mr. Balogh sent out an e-mail requesting this information and he only received 5 replies with 4 still having outstanding issues. He feels that just because there are only 4 doesn't make it a big problem, but if you are one of the 4, then it is a big problem that needs to be solved. Also in his frustration, he sent an e-mail to Matt Lord and people at Blackboard that they are not resolving their problems in a timely fashion. The problems are still existing and Mr. Balogh was the only dissenting vote on choosing them for CMS just based on this issue. He has spoken to other instructors and finding out that problems finally resolve themselves in about a month's time, but he feels that this is totally unacceptable. Mr. Krynen had

received all of the e-mails regarding this issue so he attempted to find a solution. He called up Tech Support – Level 1. They are still running on the premise that their people must close a certain amount of trouble calls so their solution is to close a number of them that are not within the norm and not sent for further help. Their premise is that they must keep their count current. It took Mr. Krynen over a half hour and the permission of two supervisors at Blackboard to get Mr. Balogh's trouble call escalated and out of their call center. This is a terrible waste of our money for such poor service. Mr. Balogh would like the permission of the committee members to send a letter to Blackboard with our concerns. It would be a good idea to investigate other sources that may have upgraded their service since the decision on choosing Blackboard. The contract time frame needs to be looked into and, perhaps, it may be a good option to see if the money we could save by doing it internally. Mr. Balogh also wanted to point out on how much it costs to teach a class, but online classes have the additional expense of the instructor but also the course management system. If you were to divide this expense by this amount, you would probably find that it is much more expensive than traditional forms of education. We should be looking at this and find out these answers with the way budgets are going. He will try to find out from the Business Services Office what these costs are. Dr. Bednar did mention that we chose Blackboard mainly due to the recommendation of Mr. Sawicki on its accessibility. At the beginning of the 2011-2012 year, it may be a good idea to check out others with better support. A cost comparison should be done at that time to see if in-house would be a better solution for us. Ms. Cholvin mentioned that the Math Department utilizes Educrosoft. She stated that it does not cost the college anything. The student pays \$30 for the code to access the system. The code comes free if they buy the book. (As a side note, Title V Solo Grant paid \$8,750.00 to have 35 lab stations installed in an open lab at AVC – pg). Mr. Krynen also stated that colleges are pushing for more online courses because they are projecting that it saves money to have them. More online classes are being pushed to lower the per student cost.

e. Mr. Balogh wished to announce to the committee that Dr. Bednar will be the new co-chair of the DECT Committee in the 2011-2012 year. She will be shadowing Mr. Balogh for the next year.

- 9. ADJOURNMENT** - A motion was made and seconded to adjourn the Distance Education and Technology meeting at 4:45 PM. Motion carried.

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