



**ANTELOPE VALLEY COLLEGE  
DISTANCE EDUCATION COMMITTEE AGENDA**

**October 12, 2010**

**3:30 p.m. – 4:30p.m. Room BE243**

**Future meetings this semester will occur at the same time, same room on  
October 26; November 9 and 23**

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. **9/14/2010 meeting****ACKNOWLEDGEMENT OF MINUTES**
  - a. **9/28/10 informational meeting**
- 5) DISCUSSION ITEMS**
  - a) Proposed student questionnaire for inclusion in Online Orientation – Rick Balogh
  - b) Latest Survey of Faculty – Dr. O’Neil
  - c) Continue discussion of provision for faculty to download software  
(see University of Toledo note attached) – Rick Balogh
- 6) REPORTS**
  - a) Podcasting workgroup
  - b) Orientation workgroup
  - c) Accessibility workgroup
- 7) OTHER**
- 8) ADJOURNMENT**

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## ANTELOPE VALLEY COLLEGE

### DISTANCE EDUCATION COMMITTEE MEETING

October 12, 2010

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

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

Rick Balogh, Distance Education Committee Chair, called the meeting to order at 3:35 PM.

#### 2. COMMENTS FROM THE COMMITTEE CO-CHAIRS

Mr. Balogh reminded the members that the Accreditation Team will be visiting our campus starting the week of October 18. He relays that he is on the list to be interviewed by the team. Dr. O'Neil and Dr. Bednar also relayed that they would also as they were members of the Accreditation Committee as Standard co-chairs. They have been studying their material in anticipation of questions. Also, Mr. Balogh reminded the committee that our mission and, therefore work accomplished by this committee, will be undergoing significant change in the future in light of the Senate Resolution and also the document referred to in that resolution, the AVC Technology Review Report. Although both documents were distributed to the Committee at the Sept. 28, 2010 informational meeting, they are included as addendums #1 and #2 to be sure everyone has them for future discussion. We will begin a reexamination of our mission statement in light of our additional charge of overseeing academic technology at our next meeting.

#### 3. OPEN COMMENTS FROM THE PUBLIC

None

#### 4. APPROVAL OF MINUTES

Mr. Balogh asked members if there were any corrections to be made to the September 14, 2010 minutes. Corrections were supplied by Ms. Moise through e-mail and the secretary explained them to the committee members. Mr. Balogh asked for a motion to approve the

minutes as corrected. A motion was made and seconded to approve the minutes and with no further discussion, the minutes were approved.

#### **ACKNOWLEDGEMENT OF MINUTES**

A correction (wrong date at top of page 1) should be corrected to read September 28, 2010. With no further corrections, the committee members acknowledged the informational minutes of September 28, 2010.

#### **5. DISCUSSIONS ITEMS**

##### **a. Proposed student questionnaire for inclusion in Online Orientation (Rick Balogh)**

Mr. Balogh did some further investigation into other sources of online orientation material that could be utilized by AVC to be incorporated into our website. This material, from the Louisiana Board of Regents, had been forwarded to the members for them to review before the meeting. He has contacted the institution for permission to use but has not heard from them. Dr. Bednar suggested that if it contains what we want our online orientation to contain, why reinvent the wheel. Mr. Burns could just rearrange it for our website and go from there. She also mentioned that Ms. Jenison of ESL wrote an e-mail that mentioned that most of the Basic Skills courses are taught on online. She stated that a number of the words could be changed to a more simple form so that the people in the ESL courses could comprehend what they were reading. She would be willing to help with simplifying and modifying the wording. Mr. Balogh will pursue getting approval so we can get it going for our own website. He did inquire if there was anything else that the members felt should be added beyond what is already there. Dr. Bednar made mention that since most of the Basic Skills courses have no prerequisite, just suggested requirements, that we are seeing much more attrition in the online courses as opposed to the face-to-face courses. If we incorporate this new material into our own website, then maybe we could stem the tide of students who drop when perhaps they would not have even taken the course after going through a new AVC online orientation.

Mr. Balogh mentioned that Greg Krynen has developed videos for training on the website. Mr. Balogh and Ms. Jenison have used Jing as the program of choice. It works quite well to be a step-by-step instruction for beginning students who are not savvy on the computer or don't know anything about Blackboard. It would be great if we could download programs like this for other instructors to use but now very few faculty members have administrative privileges to download software. Comments were made about problems faculty had in accessing their files on the AVC Server shortly after 4:30PM on September 14, 2010. Particularly hard hit were classes who use files on the server during class time. The problem lies in a failing server and Mr. Wilmes is dealing with the problem as best as he can with the resources that are available. In light of our additional charge of overseeing academic technology Mr. Balogh requests that each member think about what changes are needed, and bring them to the next meeting for planning purposes. Dr. Bednar and Dr. O'Neil feel that the name of this committee should be changed to Computing and Technology to reflect what is going on and what is needed for the future. It was also recommended that very simple videos be placed on the online orientation website to instruct new students are how to navigate the system that they will need to know to be successful at their online class. Also, it was suggested that a

link be embedded into each online CRN that a student could click into which would give them the online orientation. Dr. O'Neil also suggests that a link be embedded to also instruct them on Blackboard.

**b. Latest Survey of Faculty (Dr. O'Neil)**

Dr. O'Neil passed out the survey that was created to ask campus faculty how many are using Blackboard in their courses. It was thought that we could save money by deleting the number of shells that are not be used, but this quantity is determined by our FTES, not by usage. Dr. Bednar also suggested that we should ask faculty if they do not teach online, do they still use Blackboard as a course enhancement. Should we change the name of the survey to online course survey? We should also change distance education in Question #3 to online and hybrid courses. A sixth question could be added to ask if Blackboard meets your needs and follow up with a comment box. The decisions that are made by the committee should be data driven and this will give us that data. Dr. O'Neil will put the suggestions together and get it out to the faculty in 1-2 days. We would like the answers back by the next meeting.

**c. Continue discussion of provision for faculty to download software (Rick Balogh)**

Mr. Balogh cited a report from the University of Toledo, distributed to the Committee, where the University is very pleased with the use of thin clients to access their network. This seems to be the direction where educational institutions are moving to make technology more effective and less expensive.

Mike Wilmes came forward to explain to the members the state of ITS at this point. All services that are being provided are stretched to the max so changes need to be made to how the services are being provided in order to move forward. He commenced to show the members on the whiteboard the following: with a division line down the center, he put a person's personal desktop computer, including its Office package as well as Firefox/Thunderbird, on the left hand side. This is the standard makeup of computers on campus. On the upper right is a file server which is holding the person's documents. If a faculty member is in a classroom, they can access their documents by utilizing the classroom computer (left side). If they need to get to their e-mails at the personal computer on the left, there is no connection back to them, either through the classroom computer or the file server. The problem also arises when you are working from two separate computers. Your e-mail is usually only at one of those computers. One way to remedy this is to create an application server which will host Thunderbird for use by staff. By moving all applications out to these servers, including e-mail and resources, you can now reach them from any classroom computer. This also provides for secure access to these resources from over the web. We have blades coming in which have the capability of real time graphics from the back end. ITS will put GIS onto some of the blades and make them available primarily for the SSV236 lab. But as a bonus, a student who needs to do their homework will be able to go to any of the open labs and access these blades.

Dr. O'Neil commented that redundancy needs to be built into the back side so nothing is lost and also, what if a student wants to access auto cad with their own personal

computer. Mike stated that is the direction ITS is moving in. First to address the issue of redundancy, there are two ways to go. One is the cloud computing initiative that was started the beginning of this year. The idea is that the college will have a number of servers running the same software, so if one of those servers goes down, then another will pick up and take over. The college currently has 20 servers and a failover would only take about 5 minutes. As far as power goes, those servers are on a diesel generator and a battery backup, so unless someone pulls the main switch or the fuel runs dry, the college should be covered. ITS is looking at offsite locations, such as the servers at the Chancellor's Office for storage of our data in case of catastrophic circumstances.

There will also be extra PC blades operating so if one should go down that a student is working with, all they have to do is reconnect to another and pretty much pick up where they left off. Also, if a student wishes to bring in their own personal computer, all they would have to do is install a piece of software maintained by ITS, and based on their login, it would give them all of the resources pertinent to them. This would also work for faculty owned computers. He stated that all of this is a work in progress as a portion of the Open Campus Initiative but more details will be forthcoming in the weeks ahead. Additionally, if a faculty member brings their computer to a classroom and has other legally downloaded programs on them, they can then use it in the classroom, such as Jing. They are hoping to empower the person to be able to utilize the programs they have on their personal computer to incorporate into their class. All district computers across campus would evolve into thin clients. This will help us work further towards the idea of campus WiFi, but allow use of the existing resources we have here on campus. ITS would also be able to download any program that you need remotely and they will also provide you with the resources you need to do your job if the standard campus software suite does not do it. Ms. Moise also sent out an e-mail recommending that you back up all of your documents onto a flash drive or portable hard drive. The present server that contains everyone's documents will be decommissioned shortly as it is on the verge of collapse. It was also suggested by Dr. Bednar that training be implemented. Mike stated that once they log into a thin client, it will be very much like a regular computer. The final idea is to create a situation where you are not tied to a specific classroom to teach the course. If anything should happen, you can move to any other room and continue where you left off. It will be great when a person can go from your desktop (thin client) and move to any other one on campus and pick up as if you were still in your own office. A big problem ITS is faced with right now is that they need to hire a half-time personnel that would maintain the wireless system.

## **7. REPORTS**

### **a. Podcasting Workgroup**

Dr. Ezzeddine would like a run down of who is on what committee and that more members should be involved. As we incorporate the STRATA Report, it will be imperative that we determine what committees we need and which ones we can retire.

### **b. Orientation Workgroup**

**See above**

**c. Accessibility Workgroup**

Ken Sawicki wishes to put a how-to link on the AVC online website (faculty portion) that addresses how you can apply for captioning. The committee members took an informal vote and gave him permission to move forward.

**8. OTHER**

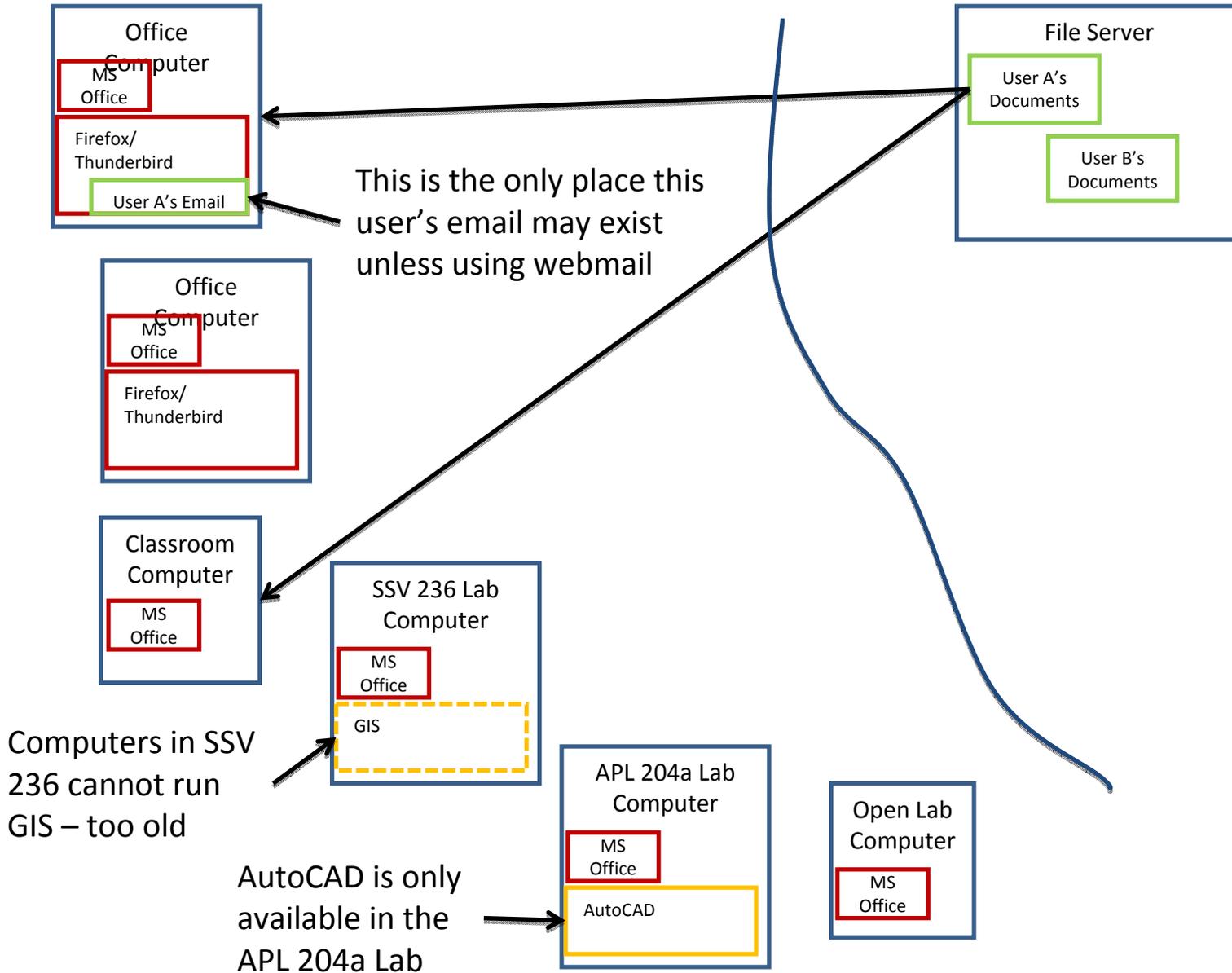
- a.** Mr. Balogh requests that all new members to the committee put themselves into the groups section on the DEC website so they will receive all e-mails.
  
- b.** Mr. Balogh reported that historically in the past, this committee has been the approving entity for all online courses. Since the changing of the leadership within AP&P, that has stopped and only 3 new classes have been approved since May. From now on, any proposed online course is to be filled out on a form and forwarded to this committee for review and comment. It will then go back to the AP&P for further processing.

**9. ADJOURNMENT**

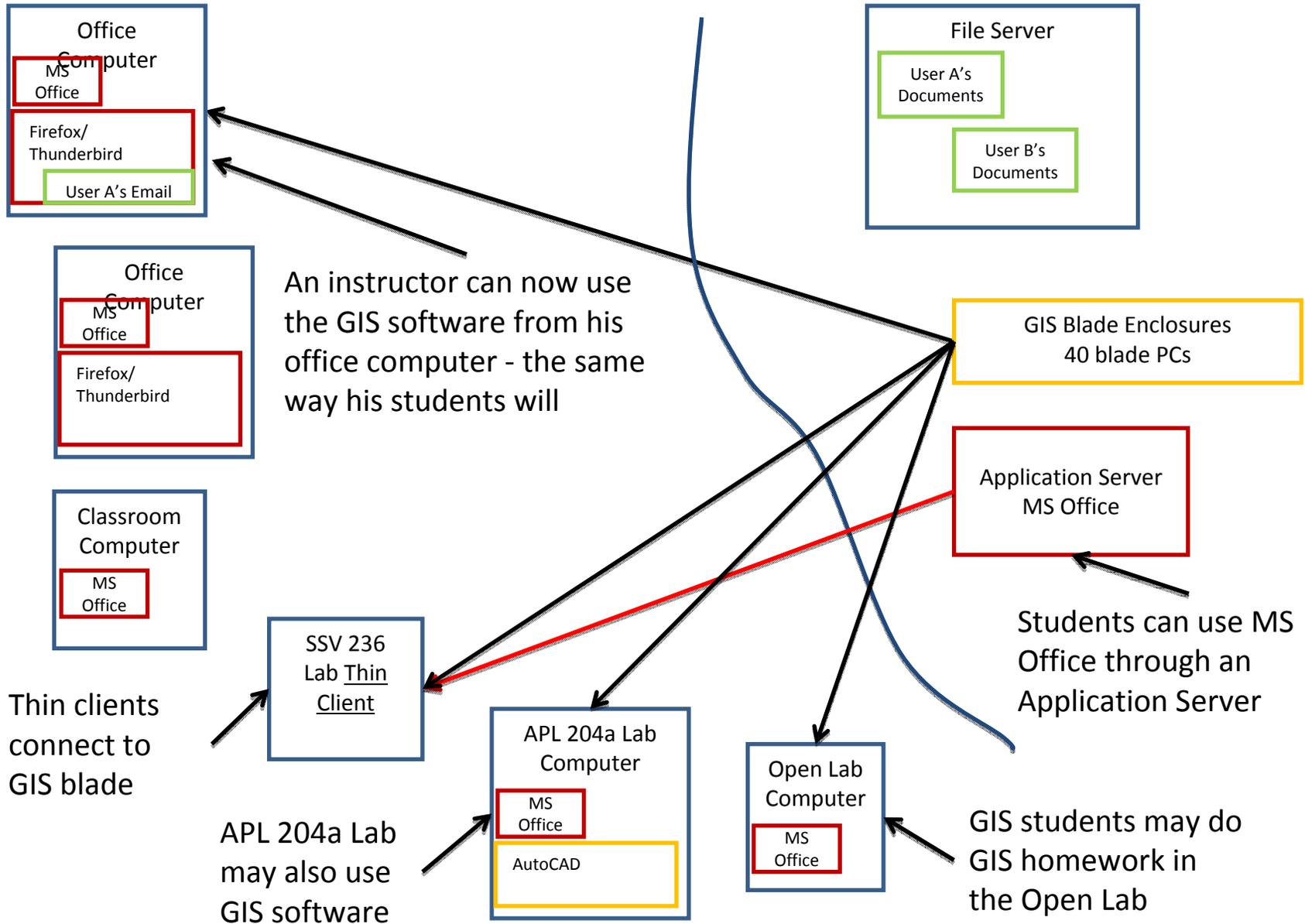
A motion was made and seconded to adjourn the Distance Education Committee meeting at 4:40 PM. Motion carried.

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# Current Technology Layout – Fall 2010

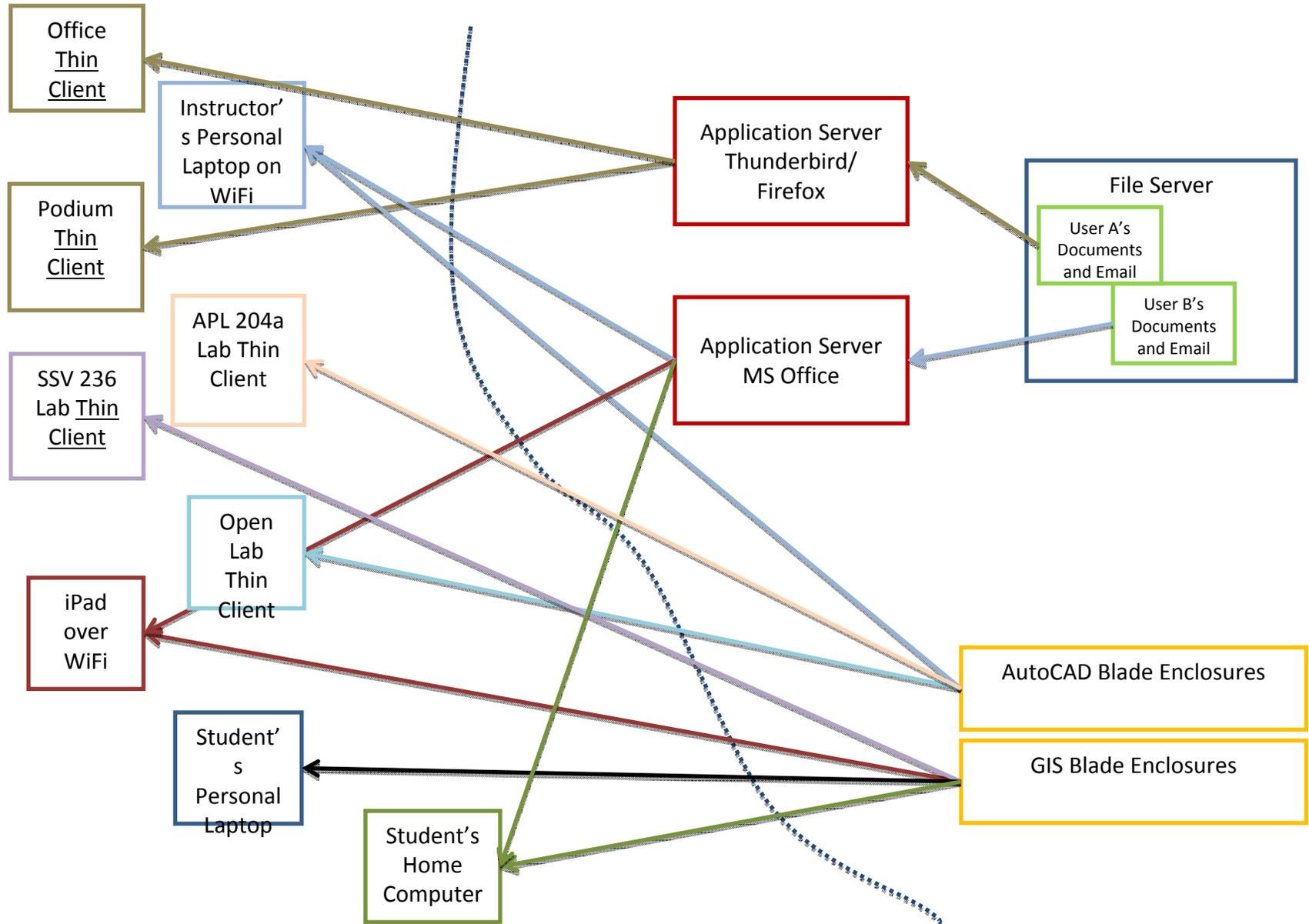


# GIS Deployment Solution– Mid Fall 2010



# Open Campus Initiative– Fall 2011

**\*\*Technology Example\*\***



Addendums: Distributed to the committee at the Sept. 28, 2010 informational Meeting:

## **Addendum #1: Senate Resolution**

### **Antelope Valley College Information Technology Services**

Whereas, The Academic Senate in 2006 surveyed the faculty regarding the quality of academic support from Information Technology Services (ITS), which indicated strong dissatisfaction with the technology related problems that faculty face trying to perform their academic computing responsibilities;

Whereas, 2007, another campus wide survey was conducted, which again indicated faculty's dissatisfaction with the present state of academic support by ITS;

Whereas, neither survey produced changes to address the academic computing technology related problems that faculty experience;

Whereas, STRATA was hired to provide recommendations to improve ITS services in 2000 and again in 2008, and has made specific recommendations for addressing the technology related issues;

Whereas, College Coordinating Council agreed that the Distance Education Committee(DEC), a standing committee of the Academic Senate, review the Strata recommendations and determine which could become part of the responsibilities and duties of the DEC, as well as comment on the ITS structure as it affects faculty work;

Whereas, the DEC has completed the review and has made specific recommendations in addressing the technology issues;

Whereas, The faculty no longer have confidence that the current ITS structure can support the educational philosophy of the college or the role of faculty in educating students which requires reliable technological services; therefore be it

Resolved that the Academic Senate requests that DEC be given specific responsibilities and budgetary authority for all academic technology matters, which faculty can determine and evaluate for academic computing needs as outlined in the DEC recommendations.

## **Addendum #2: DEC Recommendations**

This draft was approved at the April, 2, 2009 Senate Meeting

Distance Education Committee

Review of the

Strata Information Group

### **AVC Technology Review Report**

March 26, 2009

Mr. Ed Beyer, Faculty Co-Chair - Distance Education Committee

Dr. Charlotte Forté-Parnell, Dean - Distance Education Committee

Mr. Rick Balogh, Faculty Co-Chair Elect - Distance Education Committee

## **Introduction**

At the beginning of the Spring semester 2009, the Academic Senate Executive charged the Distance Education Committee (DEC) to review the Antelope Valley College Technology Review Report submitted by the Strata Information Group and provide recommendations on the implementation of suggestions outlined in the report.

Members of the DEC were provided a copy of the Strata report and asked to provide feedback no later than the DEC meeting dated March 10, 2009. This report is a manifestation of feedback received from individual members and the discussion held by the DE Committee at the March 10 meeting.

## **Meeting Discussion**

Representative comments from the March 10 discussion included, but were not limited to, suggestions that the DEC transition into the new composition; the DEC assume the duties as stated in the Strata report; and that the new committee be established as a campus-wide participatory committee rather than a standing committee of the Academic Senate. The committee agreed that any structural changes must be considered carefully to ensure a strong faculty presence.

Other discussion focused on the need to provide faculty with a high-quality faculty development center that would allow open access for faculty to develop instructional material and have on-site technical support. The committee also recognized the efforts of the current technical trainer and the challenges associated with the limited space currently used for training; it was agreed that a more robust center could be developed. Consideration should also be given to some form of an instructional design specialist faculty position.

## **Responses to Recommendations**

### **Strata recommendation #1 – Wireless Access**

The DEC supports the expansion of wireless access around the campus.

### **Strata recommendation #2 – Manager/Director Academic Computing**

The DEC strongly supports the establishment of a Manager/Director Academic Computing, however, consideration must be given to the current budget environment. As such, this position should be a faculty position with release time. Furthermore, in contrast to the suggestion that this position be placed in the ITS department, this position should be placed in the Instructional Resources/Extended Services Division.

### **Strata recommendation #3 – Advisory Committees**

The DEC supports the establishment of two advisory committees similar to the structure suggested in the report. The current Information Technology Committee (ITC) should transition into the Administrative Information Systems Advisory Committee (AISAC), and the current DEC should transition to a form of the Educational Technology Advisory Committee (ETAC). Further discussion regarding the ETAC follows.

### ***Educational Technology Advisory Committee (ETAC)***

The following 5 bullet references are extracted from the proposed ETAC outlined on page 5 of the Strata report. DEC comments follow each recommendation.

#### **Strata recommendation Bullet #1**

*Provide recommendations to the Strategic Planning and Budget Committee (SPBC) (Ed. note: Should be Council) and the President's Cabinet concerning the application of technology for instructional programs.*

The DEC agreed that advocacy on the SPBC and the President's Cabinet is important and should be considered. However, the current structure of the DEC would not be appropriate to support such a notion in its current structure as a standing committee of the Academic Senate. If the DEC was to transition to a structure equivalent to the proposed ETAC, changes to the oversight and leadership of the ETAC would require further discussion, as well as a redefinition of the faculty role in co-chairing such a committee; consideration of a transition to a participatory governance committee should also be examined.

#### **Strata recommendation Bullet #2**

*Recommend standards and procedures for the implementation of instructional technology throughout the District.*

The DEC agreed that assuming the responsibility for this function would be appropriate. The committee also agreed that the current charge of the DEC is to make recommendations, but recognized that those recommendations are limited to a structure which reports to the Academic Senate. If the DEC assumed this responsibility, it is important that the opportunity for advocating recommendations exist at the same level as other individuals or organizations making related or counter recommendations.

#### **Strata recommendation Bullet #3**

*Recommend priorities to the ITS Department for instructional computing support.*

The DEC agreed that making recommendations relative to priorities for instructional computing support would be an appropriate responsibility of the committee. However, advocacy opportunities of any recommendations must be on an equal level as recommendations made by other participatory governance organizations.

#### **Strata recommendation Bullet #4**

*Recommend standards for the acquisition of new instructional software and hardware.*

The DEC agreed that assuming the responsibility for making recommendations relative to standards for the acquisition of new instructional software and hardware would be appropriate.

### **Strata recommendation Bullet #5**

*Establish ad hoc groups to focus on specific topics as required: Internet, lab support, network, standards and procedures, computing ethics, software licensing.*

The DEC agreed that assuming the responsibility related to establishing ad hoc groups to focus on specific topics such as Internet access, lab support, network, standards and procedures, computing ethics, and software licensing would be appropriate. The establishment of ad hoc groups, in some cases, should also be considered in collaboration with the AISAC, or equivalent committee, as outlined in the Strata report. Recommendations from ad hoc groups would ultimately represent the view of the whole DEC or ETAC committee, therefore, the opportunity for advocating any recommendations must exist at the same level as other individuals or organizations making related or counter recommendations

### **Committee Membership**

The DEC recognizes that the current budgetary environment will not facilitate hiring a Manager/Director of Academic Computing in the foreseeable future. As such, the oversight of the committee should continue with a dean and a faculty member as co-chairs. However, empowerment to advocate and initiate procedures, as determined to be necessary through the participatory governance process, must be incorporated into the committee. Consideration should be given to establishing a formal Distance Education Department in the Instructional Resources/Extended Services Division (Note: the current Academic Affairs organizational chart lists a distance education box within the IRES division, but no formal department has been established.).

### **Strata recommendation #4 – College-wide IT Budget**

Campus-wide budget management is beyond the scope of the current DEC or the proposed ETAC.

### **Strata recommendation #5 – Communications**

The DEC supports the notion that continuous improvement evaluations of ITS should be conducted periodically.

### **Strata recommendation #6 – Instructional Support**

The DEC supports the recommendation to provide additional ITS staff to support instruction. The DEC recognizes the importance and need of a quality Faculty Support Center that would allow access to equipment and technical support for instructional design of classroom material, for both campus and online classes. The DEC acknowledges the budget challenges of the current economic environment, but also recognizes that facilities beyond the existing facility provided by ITS would be necessary to sustain a high-quality faculty support center. Consideration should be given to an area in the Business Education building with close proximity to the computer labs and the Instructional Media Center (IMC). Training and support should be a collaborative function of the Manager/Director Academic Computing (or equivalent) and Technical Trainer.

### **Strata recommendation #7 – Technical Analysts**

The DEC supports the notion of technical analysts located in various departments.

### **Strata recommendation #8 – Support for Classrooms**

The DEC supports a recommendation that would combine the classroom support services currently provided by both the ITS department and the IMC. A one stop help point should be established for *all* instructional classroom support.

## **Best Practice Considerations**

### **Consideration #1 – Faculty Support Center**

As discussed earlier in this report, a high-quality faculty support center should be established in proximity to the computer labs and IMC. The center should be staffed by the Manager/Director Academic Computing (or equivalent) and Technical Trainer.

### **Consideration #2 – Computer Replacement Plan**

The DEC supports the development of a computer replacement plan, and also supports an institutional commitment to the associated funding and staffing needs.

### **Consideration #3 – Remote Access**

The DEC strongly supports the expansion of services to include remote access to network resources.

### **Consideration #4 – Web Presence**

Based on a presentation made to the Academic Senate by the college Web master on March 19, control of the college's Web presence appears to be addressed in the upcoming transition to a new Web site.

### **Consideration #5 – Help Desk**

The DEC supports a centralized help desk that staff and faculty can call, log help requests, and retrieve a status of previously logged help requests.

### **Consideration #6 – MyAVC Help Desk**

The myAVC help desk function should be combined with the centralized help desk.

### **Consideration #7 – ITS Location**

ITS services should be centralized into one area with counter space allowing access by staff, faculty, and students. The location should be conveniently located on a ground floor to facilitate maximum access to the college community, not on the third floor of the Business Building.