

Telecommunications and Technology Advisory Planning Retreat

Thursday and Friday April 28-29, 2011

Kellogg West Conference Center

Pomona CA

TTAC Members Present: Bill Scroggins, Wheeler North, Jim Mathews, Ann Beheler, Doug Cremer, Tim Kyllingstad, Steve Crow, Kenley Neufeld, Jon Drinnon, Andrew LaManque, Mandy Davies, Paul Bishop, Ray Field, Erik Skinner (Invited guest)

Chancellor's Office Staff and Project Managers: Catherine McKenzie, Patrick Perry, Blaine Morrow, Pat James-Heinz, Joseph Quintana, Andrew Chang (for Glen Kuck), Tim Calhoon, Kathy Booth, and Caryn Jones

ITEM	DISCUSSION/COMMENTS	ACTION
<p>1. Overall Context for the Planning Retreat</p>	<p><i>Patrick Perry called the meeting to order at 10:00 AM. Everyone stated their names and constituencies.</i></p> <p>The purposes of the retreat were: to give members an overview of the Community College Chancellor's Office projects including the reorganization into TTIP North and TTIP South, to develop specific goals and to prioritize those goals, and finally, to create recommendations to forward to the Student Success Task Force. Kathy Booth from the RP group acted as a facilitator.</p>	<p>Information/ Discussion.</p>
ITEM	DISCUSSION/COMMENTS	ACTION
<p>2. Finance Overview</p>	<p><i>Catherine McKenzie, Technology Unit</i></p> <p>For the third year, the funding for TTIP has been set at \$15,290,000. This year, however, there are no ARRA funds to supplement that budget. Previously, there were also reserves from CENIC, but those have now been used. Circuit costs will be decreasing as the new fiber build-outs happen in the central valley, but those will not be completed for another year or two, at which time, the cost of those circuits will go away. CENIC is applying for further funding on another Central project and they are lobbying to have the build-out extend into Northern California. If that proposal is successful, it will further reduce future circuit costs.</p> <p>The project budgets have been evaluated and cut as much as possible and volume discounts for increased use of circuits have been sought, but the circuit costs for the system were still going to take the budget into the red. Therefore, the decision was made to reorganize and restructure the projects to streamline them and to decrease administrative costs, while still keeping the essential projects moving forward.</p> <p>The projects have been restructured into TTIP North and TTIP South. TTIP North will be responsible for much of the technology, the portal work and the production applications. TTIP South will be responsible for faculty oriented, people oriented, and collaboration oriented tools and projects.</p> <p>These cost cutting measures do not solve all of the financial issues. Funding is needed for a system-wide library database, because colleges must have a database in order to avoid losing accreditation.</p>	<p>Information/ Discussion</p>

	<p>The library group agreed on a single vendor, and the Chancellor's Office is structuring the switch over to the new database so that it is being phased in over the course of the next year. This allows increased funding of the library database to be happening as the costs for circuits decrease with the new fiber build. However, until the new fiber lines are available it will be necessary for the colleges to share some of the costs of the second circuits. TTIP will be able to cover 75% of the second circuits and will be asking the colleges to pay about 25% of the costs of their second circuits. The Chancellor's Office will be sending a letter out letting each college and district know about the costs.</p>	
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<p>3. Reports from TTIP North and TTIP South</p>	<p><i>TTIP North- Tim Calhoon and Doug Cremer</i> <i>TTIP South- Blaine Morrow, Pat James-Heinz and Andrew Chang (representing Glen Kuck)</i></p> <p>Tim and Doug updated the committee on the status of the projects in the CCC Technology Center and the California Virtual Campus, now organized as TTIP North.</p> <p>eTranscript California continues to grow in usage with 55 institutions currently using it, 33 of those being community colleges. The costs of using eTranscript are less than with paper transcripts and they are processed quicker by transfer institutions, which is beneficial to students. AB1056 (Fong) has been introduced to the legislature, pending funding from some source public or private it would result in having the Community College system move to eTranscripts by 2013. The University of California has decided to adopt eTranscript California and Los Angeles Community College District is moving to a one year pilot with 4-5 of their 9 colleges using the program. Future focus of this project involves working to bring the K-12 system into the process. It would be helpful to leverage the marketing with CSIS and have K-12s send electronic transcripts. One of the issues that seems to be holding up some colleges is a resistance to change in their business processes. However, Tim mentioned that it is possible to have a college up and running with eTranscripts in a few weeks.</p> <p>Open CCC Apply is progressing, and Spanish hover help is being built into the application. Development is also being designed to address the issue of student "swirling," so that all of a student's data is connected together, and that duplicates are eliminated at the local level. The internal CCCID number is being designed with 3 letters followed by 4 numbers so that if a decision is ever made to use the number externally it will be easy to remember. Additionally, a good challenge question system has been developed to reduce the number of password reset issues. (Currently, with XAP, approximately 92% of help desk calls are simple password reset issues.) Testing and a Help Desk RFP are some of the next steps as the process moves forward. "Get Satisfaction" is a help desk forum that is being investigated. It is relatively inexpensive and allows students to find a solution to their own problem.</p> <p>The Technology Center will continue to support the work with: CENIC, Open CCCApply, Listserv, TTAC, SAC, Presidium Help Desk,</p>	<p>Information</p>

TechEdge and CCC CETC.

The CVC Portal/Catalog is being completely updated through a partnership between MyEdu and the CVC at no cost to the community college system. Currently it includes all courses, not just the online courses. Students are interested in scheduling and not planning, so through this partnership an attempt is being made to tie scheduling and planning together. It will be locally branded and available at all 112 colleges when it is launched.

There is continued CVC work on: ePortfolio, Community Based Online Learning, CSUEB Planner, Affordable Content and Merlot/SloanC. Work on these projects continues with scaled back staffing, but ongoing services.

Blaine, Pat, and Andrew reported on the projects within the newly organized TTIP South. TTIP South will incorporate projects that provide professional development, multimedia and collaborative technologies to the CCC.

@ONE for training will be transitioning to the south over the remainder of the year and Bill Doherty will be providing his expertise during that transition. Many colleges are taking advantage of the services offered by @ONE especially as travel budgets decline and disappear. There are more webinars being offered based upon the needs of the colleges. Additionally, there are vendor webinars that are being offered, which provides motivation and interest from the vendors in sponsoring events. @ONE is currently focused on paring down and scaling back to what people really need. They offer an online teaching certification program which includes five courses with a practicum, which has proven to be very popular with part time faculty interested in demonstrating their competence in teaching online courses. People outside the community college system are coming in to use the system and it probably generated \$25,000 in revenue last year. That revenue stays in the system. K-12 is using it and there is some interest from the UC system as well. @ ONE is also the lead agency in planning for the Online Teaching Conference which had over 200 face-to-face attendees and over 500 online attendees last year.

3C Media Solutions has been around for a long time and has changed their focus with the changes in technology over the years. In 2008 they joined in partnership with SBCCD and EduStream and in July of 2010 completed the switch from satellite to CALREN delivery. They still run a 24-7 channel, offer 3C conference support, interactive live webcasts, and archived digital presentations. Other projects include: 3C Film Festival, 3C YouTube Channel and 3CRSS Podcasting.

EduStream offers a free digital repository, content hosting, and 24/7 streaming services. They recently added more key features including captioning of all proprietary content, a local administrator at each institution, flexible delivery, reporting functionality and scalable infrastructure. There are tremendous system-wide cost benefits to EduStream: the content is encoded and captioned once and in the best quality formats available, there is no cost to students, and there is cost savings to captioning, licensing and infrastructure on a system-wide basis. Captioning for user generated content is free under a College of

	<p>the Canyons grant. The new features that will be available with the Version 2 release in May 2011 are: the ability to push content to social networking sites, the ability to translate to approximately 50 different languages, and full text transcript search. EduStream is currently being used by 87 community colleges and there are 10 in the queue to begin using it.</p> <p>There is a tutoring services pilot that is underway and there are future plans for centralized back-up and data restoration solutions. TTIP South also continues to service the very popular CCC Confer which offers online meetings, synchronous online instruction, conference calls and lecture capture.</p>							
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4. Brainstorming Idea Session	<p><i>Kathy Booth</i></p> <p>The committee discussed ideas that would be most beneficial to the community college system as a whole. The Student Success Task Force will be meeting soon to develop recommendations to send back to the Board of Governors and TTAC would like to provide technology based ideas that contribute to student success while also being more efficient for the community college system as a whole. The committee was also concerned about helping to foster a clear understanding of what is involved in a high quality distance education or online teaching program. The committee decided to focus on suggestions and clear ideas in the following areas:</p> <ol style="list-style-type: none"> 1) Streamlined system for students to navigate college (student focused- decision architecture) 2) System-wide tools that streamline college efforts 3) Data collection and accountability systems 4) Distance education 	Discussion						
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5. TTAC Recommendations	<p><i>Kathy Booth</i></p> <p>As the colleges work to both ensure access and strengthen student success, TTAC recommends refocusing the use of technology in the California community college system in three ways:</p> <ul style="list-style-type: none"> • we need to view our students as interacting with the entire system as well as individual colleges • we need to actively use data on student efforts and behaviors to inform decision-making by both colleges and students • we need to make data more available, relevant, and integrated into decision-making. <p>The group has identified four goals, with corresponding possible actions, that we believe will help to strengthen student success and improve the efficiency of the system.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Recommendation</th> <th style="text-align: left;">Possible Actions</th> <th style="text-align: left;">Outcomes/Benefits</th> </tr> </thead> <tbody> <tr> <td>1) Change the</td> <td>Build online</td> <td>Makes choices less</td> </tr> </tbody> </table>	Recommendation	Possible Actions	Outcomes/Benefits	1) Change the	Build online	Makes choices less	Information/ Discussion
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	<p>way that students interact with their educational goals and accomplishments by developing system-level technology tools that map clear academic sequences and support pathways.</p>	<p>tools, designed to support all students, that allow colleges and students to manage goals, education plans, degree audits, and find out about pathways they can follow that are more likely to lead to success. This would include assessment and placement results and academic history.</p> <p>Provide online advising tools that complement traditional advising.</p>	<p>confusing, promotes and guides students' decision-making.</p> <p>Provides students with greater access to counseling and information that can be accessed from anywhere, on their own schedules.</p> <p>Strengthens student engagement with planning for their educational success.</p>	
	<p>2) Change the way that courses and programs are tracked by building system-wide, customizable solutions that strengthen local capacity to improve access, success, efficiency, and compliance.</p>	<p>Create a searchable tool that accesses the community college course articulation system and compiles college course schedules.</p>	<p>Students and colleges would be able to access resources from multiple colleges.</p>	
	<p>3) Change the way that outcomes are monitored by developing a statewide information system that provides real-time student data to guide decision making.</p>	<p>Define a subset of MIS data that could be pulled from college databases on a real-time basis by the CCCCO for use in decision-making.</p> <p>Provide a user-friendly interface that allows</p>	<p>Information could be tracked by student rather than by institution.</p> <p>Consistent information on key functions could be gathered across the state and reported in a manner that is easier for practitioners to use.</p> <p>Outcomes could be more clearly articulated to</p>	

		<p>practitioners to query enrollment management data across institutions.</p> <p>Use aggregated data for regional and local program coordination, enrollment management, student advisement, and accountability reporting and analyses.</p>	<p>community members, accreditation teams, and legislators.</p>	
	<p>4) Change the way that online education is delivered by strengthening distance education infrastructure, coordination, and quality controls.</p>	<p>Develop a system-wide strategy that enables colleges to provide and work together to coordinate quality online education to help students achieve their educational goals.</p> <p>Provide professional development and a centralized course management infrastructure to improve efficiency, student learning outcome achievement, and retention in online courses.</p>	<p>Providing greater access to quality online courses would allow students to expeditiously complete programs into which they might not be able to enroll face-to-face due to scheduling or over-enrollment issues, thus potentially reducing time to transfer.</p> <p>Provide a centralized course management system, online instructional tools, examples of effective online courses will enable colleges to better meet accreditation standards and improve student outcomes.</p>	
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6. Prioritize Future	<p><i>Kathy Booth</i></p> <p>Committee members voted on the top priority items among the project</p>			Discussion

<p>Funding</p>	<p>ideas that were discussed.</p> <p>Idea 1: Change the way that students interact with their educational goals and accomplishments by developing system-level technology tools that map clear academic sequences and support pathways.</p> <p>1) Develop a portal design, build a prototype, share with colleges, and secure funding (17 votes)</p> <p>2) Partner with the RP Group to develop a methodology and identify data elements that would assist with pre-requisite validation and measuring disproportionate impact (3 votes)</p> <p>3) Develop an orientation wizard that allows portions to be automated and resources to be hosted that can be customized by colleges. (5 votes)</p> <p>Idea 2: Strengthen local capacity to improve access, success, efficiency, and compliance by building system-wide, customizable solutions.</p> <p>1) Secure additional funding to allow a swifter roll out of a searchable statewide schedule. (20 votes)</p> <p>2) Buy or build a texting app that all colleges could use. (3 votes)</p> <p>3) Conduct assessment of tools that it would be advantageous to centralize or negotiate a bulk purchasing agreement. (6 votes)</p> <p>Idea 3: Change the way that outcomes are monitored by developing a statewide information system that provides real-time student data to guide decision making.</p> <p>1) Articulate the case for creating a centralized database and a common ERP, develop schemas for individual or joint development, and conduct a feasibility study. (14 votes)</p> <p>Idea 4: Change the way that online education is delivered by strengthening distance education infrastructure, coordination, and quality controls.</p> <p>1) Focus @ONE activities on providing professional development for online instruction, developing model courses with centrally available content, and clarifying the nature and value of online education. (3 votes)</p> <p>2) Evaluate the creation of a common LMS. (11 votes)</p>	
<p>ITEM</p>	<p>DISCUSSION/COMMENTS</p>	<p>ACTION</p>
<p>7. Evaluation</p>	<p><i>Kathy Booth</i></p> <p>The committee members appreciated the excellent facilities. They also found the prep work done by Kathy to be very helpful. Additionally, Catherine mentioned how helpful it was that Cindy McCartney makes all of the travel arrangements regarding the shuttle, as well as the room and food reservations. Ann mentioned that with the cutbacks in travel budgets, it has</p>	<p>Information/ Discussion</p>

	<p>been quite helpful to be able to have meetings over Confer. Committee members really appreciated the tight focus of the retreat this year and the ability to come up with more concrete goals. Kathy was very good at focusing and guiding the discussion while still allowing a certain amount of fluidity. It was extremely helpful to have a facilitator from within the system.</p> <p>New committee members felt that perhaps a phone meeting to provide an overview of all of the projects, about a week before the retreat would be helpful. Jim suggested that a referral to the wiki or other background information provided to those new members shortly before their first meeting would be another way to give them needed background on the projects.</p> <p>In a discussion of representation on TTAC, Jim mentioned that it might be useful to have representation on TTAC from the tutorial portion of the previous Learning Association Resources Council. Wheeler suggested that it might be useful to have intersegmental participation in a dialogue about student success at a future meeting, and invite the CIOs of the University of California and California State University systems to attend that meeting. Additionally, although it can be challenging to get student representation on TTAC, the committee continues to pursue getting a new representative now that Marcus has transferred to Davis. Catherine suggested having project manager participation on day two of the retreat, as well as on day one in the future.</p>	
ITEM	DISCUSSION/COMMENTS	ACTION
8. Wrap and Closing	<p><i>Catherine McKenzie, Technology Unit</i></p> <p>The next meeting will be called by Patrick Perry, probably sometime in September 2011.</p> <p>The meeting was adjourned at 1:55pm.</p>	Information/ Discussion