



FOOTHILL COLLEGE

# DEAC/COOL Meeting

Distance Education Advisory Committee and Committee On Online Learning

## MINUTES

**Date:** 05/0216

**Time:** 1:30-3:00 p.m.

**Location:** Library Conf Rm 3533

### Attending

Judy Baker, Carolyn Brown, Heather Garcia, Akemi Ishikawa, Fatima Jinnah, Kate Jordahl, Kathryn Maurer, Allison Meezan, Jose Nava, Jennifer Price, Paula Schales, Mimi Will

### Discussion Items

1. Welcome and introductions
2. Approval of minutes
3. Announcements
4. ACTIVITY: Visioning for the future of online learning at Foothill in preparation for Accreditation Self-Study
5. Updates
6. Online course quality standards by divisions - need suggestions for dissemination and promoting use among faculty
7. Need volunteers

### Discussion Detail

1. Welcome and introductions  
Committee members went around the room and through Zoom for introductions.
2. Approval of minutes (available at <http://www.foothill.edu/fga/DEACmtg.php>)  
Minutes from the April 18, 2016 meeting were approved.
3. Announcements
  - a. Coverage of instructional designer responsibilities from July through mid-Nov.  
Foothill Online Learning (FHOL) is in the process of backfilling Heather Garcia's instructional designer position while she is out on family leave. The most recent applicant comes highly recommended by Heather and is familiar with Canvas. The temporary instructional designer will be introduced once arrangements have been formalized.
  - b. Upcoming free training from @ONE
    - i. Creating Accessible Online Courses (webinar)
      - Wed, April 27 - 12:00pm
    - ii. How to Develop an Online Science Course (webinar)
      - Wed, May 11 - 12:00pm
    - iii. Introduction to Teaching with Canvas - Self-Paced
    - iv. Making Effective Instructional Videos - Self-PacedThe above listed free trainings from @ONE were reviewed and committee members agreed that Judy Baker should continue to send emails announcing free trainings. Faculty find this information helpful.

Agendas and minutes will be archived online through Foothill Global Access  
<http://www.foothill.fhda.edu/fga/DEACmtg.php>

Lynda.com was also recommended as a resource with several videos on Canvas.

4. ACTIVITY: Visioning for the future of online learning at Foothill in preparation for Accreditation Self-Study

Thinking ahead to the next accreditation visit, there will be a number of changes to online learning for the college to consider. DEAC/COOL wanted to approach this discussion in terms of the possibilities and opportunities that the future will provide for online students and faculty, rather than limitations.

- a. For students, improvements to the online learning experience may involve addressing some of the following issues.
  - i. Quality of course design and instruction
    - Create more engaging classes and improved course design within the LMS
  - ii. Communication from faculty
    - Provide a more seamless, robust, and complete Online Course Information page to let students know what to expect and the expectations faculty have of them
    - Accommodate students who use mobile devices for accessing
    - Augment the quality of online conversations with the increased use of texting and other one-on-one personal forms of communication, such as phone calls
  - iii. Convenience
    - Use single sign in to third party applications for improved access
    - Improve integration of services for online students with the college website
    - Improve seamless access to student services, equitable or better than on campus access
    - Shift campus culture to improve the online experience, such as Admission and Registration to increase acceptance of digital signatures
    - Take advantage of benefits that may be available from the online counseling network that is currently under development by the OEI
  - iv. Proctored testing
    - Increase use of Proctorio to make the remote assessment process cost free and easy for students
  - v. Information about courses and proctored testing prior to enrollment
    - Improve integration of Course Information with the schedule of classes and registration
    - Create a student code of conduct for online classes
    - Improved integration of early alert and a follow through or follow up methods
    - Make students aware of any required synchronous meeting times prior to enrollment
- b. For faculty, improvements to the online learning experience may involve addressing some of the following issues.
  - i. Communications
    - Use of Conference tool in Canvas for live screen sharing sessions with students
    - Increase use of mobile devices
    - Consider use of virtual reality, holograms for teaching
  - ii. Tech support
    - Develop a mentoring program for online faculty
  - iii. Software and hardware
    - Establish/nurture a research group to keep up with all the changes in educational technology software and hardware, especially in terms of effectiveness and best practices. This group would report their findings to faculty who would then have the opportunity to test the various new strategies and techniques for online learning
  - iv. Staffing
    - Increase online learning staffing to accommodate 400+ online faculty who sometimes teach 3-5 online/hybrid courses each
    - Creation of a "template" course sites for efficiency, economy of scale

- v. Training
  - Explore feasibility of more co-teaching for greater efficiency, effectiveness and collaboration
  - Provide more incentives for faculty to migrate from Etudes to Canvas: PGA for full time faculty and stipends for adjunct faculty
- vi. Proctored testing
  - Provide support and guidance to faculty about use of remote proctored testing
- vii. Accessibility compliance
  - Develop a more formalized process to include initial appointment and follow up appointments during the progression
  - Develop a case management system or "1 stop shop" for faculty. The process needs to be streamlined
- c. Further discussion and brainstorming of student needs addressed some of the following topics.
  - i. Classes have been filling. Therefore there has not been a need for aggressive marketing. In the future online learning should determine who is the target audience and the best ways to implement a targeted marketing strategy.
    - Thus far word of mouth, promotion of fully online degrees and online course summaries have been the best methods.
    - In the future, participation in student services on-campus outreach events may be attempted.
    - Outreach to employers was also discussed as an option.
    - There has been no social media marketing for online courses yet, but announcements via Facebook are an option.
  - ii. Provide online, live student orientations in addition to, or in place of, the on-campus orientations, which have poor attendance.
  - iii. Provide more social networking opportunities for online students in order to nurture a feeling belongingness and community
  - iv. Incorporate affective dimensions of learning to connect with students. Use of more student-centric language when communicating for improved responses and a better student experience.
  - v. Personalized, one-on-one communication through use of a help desk live agent. Zopim live chat software was also recommended. (Chat in Canvas does not provide one-on-one capabilities.)
  - vi. Develop a video orientation for online learning, customized for Foothill College and incorporate interviews with students and faculty.
  - vii. Student mentor or liaison. Not staff or faculty, but another student.
  - viii. Conduct focus groups of students to better determine student needs.
- d. Further discussion and brainstorming of faculty needs addressed some of the following topics.
  - i. BSS will discuss the possibility of "template" or master courses for multiple sections of the same course.
  - ii. Repackage how FHOL communicates with faculty about availability of assistance. Try using the Calendar Scheduler in Canvas to "push" communications.
  - iii. Some expressed a lack of respect for online courses and online faculty that seems to be prevalent among colleagues.
  - iv. Formalize course development and enhancement with a set of deliverables and accountability to ensure goals are met. Members were directed to review Hilary Gomes' VoiceThread proposal to see how she specified what was going to be accomplished.
  - v. Deans with experience using Canvas may have a better understanding of the needs of their online faculty.
  - vi. Utilize data-driven decision-making about course site improvements. Collect data, at a granular level, before and after course migration to Canvas for systematic analysis of why and when students drop.

- vii. Create a fulltime multimedia specialist position to help faculty develop video content for course sites.
  - viii. Emphasize the value-add that Foothill has over other colleges with online programs which is our personal attention to students, feedback and the building of community.
  - e. Judy Baker will develop a DE Visioning survey to send out to stakeholders across campus to get their input for the new DE Plan. She will send a draft of that survey to COOL/DEAC members before using.
  - f. During the summer, Judy Baker will request time with the new college president, Thuy Nguyen, to discuss visioning for our online learning program.
5. Updates
- a. Canvas training and migration & accessibility reviews
    - i. 127 faculty and staff have completed Canvas training.
    - ii. Approximately 70 sites are being reviewed for accessibility issues.
    - iii. Etudes will be available through the end of Spring Quarter of 2017. As time passes, it will become more difficult to extract data out of older Etudes course sites. Therefore it is recommended that faculty begin the process sooner than later.
    - iv. It is estimated that 30 faculty have migrated sites.
  - b. Canvas templates for content on homepage
    - i. The group working on this project has met twice. They have discussed designing banners for course sites but templates for homepages are not ready.
    - ii. An update on their progress will be made.
  - c. OEI  
Judy Baker will be in Sacramento on Friday, May 6 to attend the next OEI Consortium meeting.
6. Online course quality standards by divisions - need suggestions for dissemination and promoting use among faculty  
Please send suggestions to Judy Baker, bakerjudy@fhda.edu.
7. Need volunteers
- a. Faculty demos of Proctorio  
Patricia Crespo-Martin and Sean Bowman have used Proctorio. Faculty testimonials are needed to help promote remote proctored testing.
  - b. Faculty sharing of how they address "regular and effective contact" in their online courses  
Kate Jordahl and Allison Meezan would like to participate, but a request for a panel of 5-6 faculty has been made.
  - c. Faculty to provide a demo Canvas course site  
More volunteers are needed to provide demonstrations of their Canvas course sites to their peers.
  - d. Faculty to help create 2 minute videos about the experience of teaching with Canvas  
Volunteers are needed to videotape their testimonials about online instruction using Canvas.