California Community Colleges | **Online Education Initiative**

CALIFORNIA VIRTUAL CAMPUS - ONLINE EDUCATION INITIATIVE
ADVISORY MEETING MINUTES
Thursday, September 13, 2018, 10:00 AM – 3:30 PM
Face-to-Face Meeting
Chancellor's Office, Sacramento, CA

LIST OF ATTENDEES
Cheryl Aschenbach, Wendy Bass, Autumn Bell, Deb Barker-Garcia, Naomi Caietti, Phillip Cerda, Julie Clark, Anthony Culpepper, Geoffrey Dyer, Jay Field, Jory Hadsell, Andrea Hanstein, Marilyn Harvey, Leticia Hector, Kate Jordahl, Kevin Kelly, Erin Larson, Adriana Martinez, Corey Marvin, Margaret Moodian, Logan Murray, Bob Nash, Julie, Oliver, Tom Onwiller, Bonnie Peters, Michelle Pacansky-Brock, Andreea Serban, Justin Schultz, Jodie Steeley, Jennifer Strobel, Thomas Green, Vivian Varela, Kathie Welch, LeBaron Woodyard

I. WELCOME/INTRODUCTIONS *(Cheryl Aschenbach/Jodie Steeley)*
Members introduced themselves.

II. APPROVAL OF AGENDA/MINUTES *(Cheryl Aschenbach)*
The Meeting Agenda was approved by consensus; no revisions.
The Minutes from the August 10, 2018 meeting were approved by consensus; none opposed.

III. CVC-OEI OVERVIEW *(Jory Hadsell)*
The CV-OEI is focused on institutional collaboration with a goal of helping students transfer. With the new online college, need to emphasize college-level skills, degrees, and certificates. The OEI Social and Technology Infrastructure includes four major strands to leverage the collective size and expertise of the system to reduce costs, align to common platforms, and create a sustainable model that yields better results for students and institutions. In addition, provide access and support, tools for students, help students find opportunities. Support faculty and professional development. Making strides between colleges for institutional collaboration at scale and continue the work as we go forward.

There are 56 colleges in the CVC-OEI Consortium. Originally 24 colleges, but one fell off. Thirty-three new colleges have joined and signing the Master Consortium Agreement. The consortium means that colleges have formalized an agreement to come together to make this Exchange happen. It is important to look at the structure for governance groups with a consortium of colleges that meets regularly. The Advisory Committee is policy driven and works closely with the Academic Senate. It is transparent, fosters collaboration, drives the process, and formed a Common Course Management Committee. The first task was identifying Canvas as the common LMS for 114 colleges.

Joe Moreau, the OEI-CVC Executive Sponsor and CTO, Foothill-De Anza CCD could not attend the meeting, but he has instilled four key priorities: collaboration, trust, confidence building, and teaching/learning. Technology comes behind that as we look at different ways of collaboration, such as teaching, contract savings, and tools. There has been much success bringing colleges together to collaborate through a variety of services, such as contracts, technology tools, course search, marketing,

professional development, and quality standards. Goal is helping colleges in ways where gaps can be filled or do things that a single college or District cannot do. Priority to "care and feed" the colleges and build relationships.

CVC-OEI outcomes on course success made an impact on student success and a final report is coming out for year 5, the RP Group is compiling data. There has been a 2% bump, but when faculty go through course review, there is a 5% bump in student success. The statewide gap has closed 4% between face-to-face and online. Professional Development is key to the success rate. Canvas is an example, CVC-OEI worked with Instructure on the implementation project believing that 90 colleges would adopt, but in five years, officially there are 114 colleges. There is tremendous power in collaboration with the voice of the Advisory Committee to make decisions and have a place in the conversation. There is an open invitation to talk to folks on campuses to explain the roadmap or answer questions.

To learn more about the CVC-OEI team, the Organization Chart and Staff List are available on Basecamp and the website. Also on Basecamp is the 5-year Roadmap.

With a vision from the grant narrative, the CVC-OEI is tasked with the 5-year Roadmap, and money is attached to what takes place. There is 12 million statewide funding for Canvas as the LMS, and it is free for all colleges. Secondly, the new grant integrated OEI, Course Exchange, and CVC to bring the pieces together into a single project, with an online portal to help students find, enroll and succeed in high-demand online courses and programs with a focus on ADTs. Professional development and instructional design through @ONE supports faculty with norming to statewide quality course design rubric and digital badging. An integrated ecosystem will provide a dynamic experience for students in real time with online instruction support and student support services that contribute to success (e.g. online readiness, tutoring, counseling, and proctoring). The CVC-OEI will continue to grow the number of teaching colleges and availability of online degree and certificate pathways in the CVC Exchange. There is a specific requirement to reach out to equity groups designed by the ED Code to reduce online achievement gap. Important to target interventions and research those.

In the last grant, an attempt was made to develop a custom Course Exchange. In February 2018, a commercial market place analysis was done, and some providers were identified for commercially available products now in the marketplace. In late spring there was a pivot, and in summer created a search tool, Finish Faster. Now focusing on the new CVC Exchange to provide a broader set of courses while adhering to quality standards from faculty who have aligned their courses and embrace effective pedagogy. Students are sent to a quality search site. The work has accelerated to implement the CVC Exchange and leverage test solutions to drive forward.

The CVC Exchange has three major paradigms to offer a great search experience (a la carte) with students. On the back end, it's automated to get students into the courses. Course Finder provides a good search function with Quottly starting for Summer and Fall 2018. Fully Online ADTS, Certificates, and Programs developed through Concentric Sky program mapper for Spring 2019. Automated Cross-Enrollment using N2N Services in Fall 2019/Spring 2019 for the Proof of Concept. There are three pathways for students through the Exchange: CVC-OEI Consortium Student (skips the application, registers for course), Non-Consortium Student (goes through application process, Chancellor's Office streamline CCCApply), and Unaffiliated Student with no Home College yet (bring new students into the system, shows them what programs are online, search for courses, streamlined application).

CVC, OEI, and @ONE are rebranding and consolidating around a single online hub. Content from the different websites will be migrated. The CVC catalog will be sunsetted, and the new site will reflect CVC

Exchange, Course Finder, and Featured Online Programs. There are significant efforts to increase student awareness. Additionally, there is an effort to accelerate implementation of the CVC Exchange, it needs to scale faster while decreasing complexity and timelines. Improve college support and make sure colleges feel supported. Provide students with the best experience and spread the word.

Quality is central and there will be continued effort with Peer Online Course Review (POCR). POCR has been highly successful as shown by American River College. An incentive needs to be developed for colleges to do this locally. A policy issue for the Advisory Committee to discuss is looking at discipline experts to co-design courses together for faculty to teach if there is commonality and need.

With the 2018 Equity Cohort, provide and research effectiveness of interventions to decrease equity gaps in online courses. NameCoach implementation creates a welcoming online environment for dignity and honor in how students want to be referred. Enhanced community building is provided through Notebowl. Look at culturally responsive ways to support students and include services, such as financial aid, library, and professional development. There is a targeted outreach to at least 100,000 students in defined equity groups. In addition, review the suite of online tools within the ecosystem (e.g. Readiness, Counseling, Tutoring, Proctoring, name/gender ID, community-building) and work with colleges to find out why they may not be embracing the tools. The Advisory Committee's voice will be included in the conversation as effective solutions are the best with an eye on innovation.

Promote online degrees, certificates, and pathways with the best quality and lowest costs. Goal to grow the course inventory with more badged courses and review what students are demanding. There is data now about what students are searching for, such as statistics and calculus which enables colleges to open up sections to fill the need. The CVC-OEI plans to help colleges think outside of the scheduling box and increase predictability of online pathways as well as grow the consortium.

To clarify a question, it was explained that the CVC Exchange is now Quottly's course finder with N2N providing automated cross enrolled by 2020 for the original colleges. The timeline estimate is Spring 2020. The CVC Exchange through Finish Faster Online included non-CID courses, but they will not populate to the top. Right now, the courses in the course finder are integrated with ASSIST.org. Courses that are not in ASSIST will not populate. Students can search/filter through IGETC and CSU. Looking towards adding a C-ID filter.

IV. VISIONING – ROLE OF ADVISORY COMMITTEE *(Jory Hadsell/Kevin Kelly)*
The presentation and reflection activity goal were to identify ways in which to look at the governance structures and ensure voices from all groups are included in the conversation as well as reduce complexity; engage in a process to create a streamlined approach to present to the Chancellor's Office.

Conducted a needs assessment to reflect on the past, review context for realignment, and looks at what's next. In the past 5 years, there has been the Consortium and OEI Advisory Committee and five Work groups.

Participated in a Plus/Delta Activities where members brainstormed various topics and shared ideas on what has worked and what could be changed. See Kevin Kelly's notes for more information.

Jory Hadsell and Kevin Kelly reviewed the context for governance vision and the guiding principles: transparency, efficiency, evaluation/improvement/representation/accountability. There are fourteen

workplan objectives to provide a context for the governance vision with specific CVC-OEI projects. There are challenges to address while setting the vision.

In reviewing the Advisory Committee Charter, the purpose of the committee is to advise and make recommendations to the OEI project staff on the implementation of the OEI grant for the California Community Colleges.

- Work towards achieving the goals of the OEI Project to promote improved access to and quality of online education
- Solicit input from respective constituent groups to inform the committee
- Communicate project status to respective constituent groups and colleges
- Review progress and provide input on project planning and deliverables
- Provide recommendations to the OEI project staff and CCCCO on policies for the Exchange, best practices, user requirements, and other project activities as requested
- Provide input in an annual project review process

Brainstorming activities provided insight into a number of questions regarding the structure of the governance groups to help the CVC-OEI better support the mission and strategic goals.

V. CHARTER DEVELOPMENT *(Cheryl Aschenbach/Jodie Steeley)*
Small groups focus on charter changes as need to evolve. Conversations around 5 areas: authority and purpose, committee composition, leadership structure, meetings, and charter additions. Work on idea generation and do follow up Messages in Basecamp to continue to provide feedback. Draft early charter and evolve collectively online over the next month to create a new charter to adopt.

VI. WORKGROUPS *(Cheryl Aschenbach/Jodie Steeley)*
Discussed the process to establish workgroups and add information into the charter as well as identify what groups are needed to start projects. The CCMS Committee needs to be reaffirmed as it interfaces with Instructure and guides their work, collects feedback, and sets priorities within the CCC system. A vote passed to reaffirm the CCMS. Their charter will come to the Advisory Committee for approval.

VII. PROGRAM QUALITY RUBRIC *(Jory Hadsell)*
Hold for next meeting

VIII. POTENTIAL PARTNERS/VENDORS *(Andrea Hanstein & Michelle Pacansky-Brock)*
The CVC-OEI is creating a Digital Ecosystem Workgroup across constituency groups to get feedback on best learning technologies and tools to improve needs of students. Assess needs and continually improve the online learning environment. This group will determine scope of services based on strategic needs, vet potential vendors, and consult with subject experts (CVC-OEI governance groups and CVC-OEI Executive Team). This is a workgroup, not a governance group and will meet as needed. If interested, reach out to Andrea and Michelle. Information will be posted in Basecamp.

IX. MANAGEMENT TEAM UPDATES *(Jory Hadsell & Executive Team)*
Executive Director Report (Jory Hadsell)
A one page document with talking points will be provided.

Finish Faster Online/Branding Update (Andrea Hanstein)
Finish Faster was a summer project for students to search at 114 CCC colleges and CSUs. A rebrand took place and it's now Finish Faster Online. The summer campaign was very successful, and in August it launched for the Fall semester. The objectives stayed the same, but there was not a partnership with the CSUs. When a student searches for an online course, the Home College courses show up first and

then badged courses next. A college is badged if the college has embedded online support services. Badging based on college, not a specific course (7,071 badged). Focus staying on quality reviewed courses.

From July 1 - September 7, 2018, there were 9,118 fully online classes at California Community Colleges. 1,304 unique visitors performed a search, and 867 visitors completed an application. The top five colleges with completed applications included: Foothill College, Coastline Community College, Santiago Canyon College, San Bernardino Valley College, and College of the Canyons.

Printing and digital collateral was sent to the 56 Consortium colleges. Continued Google advertising in Fall targeted to underrepresented students who live in higher education desert areas.

Cross-enrollment Automation Update (Jay Field)

The cross enrollment system will allow students from their home college SIS to enroll for online classes at teaching colleges that have available sets. Fully automated cross enrollment with financial support will be available through the cross enrollment portal for students at colleges that are members of the CVC-OEI Consortium and participate in the CVC Exchange.

The CVC-OEI has been working in a transitional space to build out the cross enrollment piece to get through the Proof of Concept. The process has been to collect CSV files for Quottly to upload into the course finder. Once in production, the CVC-OEI will be able to start consortium college implementation quickly. There is still work to be done with each individual college.

A student from any of the 114 CCCs can use the course finder, but the courses are limited to the 56 consortium colleges. This comes directly from the RFA where there will be 114 Home Colleges, but the consortium makes up the Teaching Colleges from agreement and reciprocity. The CSV files are a band-aid and provides better data than scrapping. Quottly will provide assistance if a student calls for help.

A comment was brought up that the role of the Advisory Committee is to help support the objectives of the RFA and fit into the conversation about Quottly. Jory stated that it's important to share the interface components and seek feedback on user experience, filters, and that search parameters are working correctly. CTOs from the 3 Districts under the Proof of Concept are providing feedback as well.

To be supportive means being informed. Jay acknowledged that there is not a perfect solution because the CVC Exchange is in an awkward stage. Issues will be solved when a college is integrated.

The technologies being used in the Proof of Concept include N2N Illuminate which is a commercial version of GLUE. After extensive research found that there are no integration companies that specialize in Higher Ed ERP systems (registration). Quottly is building the actual workflow, user experience, and integrating with ASSIST.

The Proof of concept includes Cabrillo College (Colleague), De Anza College (Banner), Foothill College (Banner), American River College (Peoplesoft), Cosumnes College (Peoplesoft), Folsom Lake College (Peoplesoft), and Sacramento City College (Peoplesoft). These colleges provide a variety of systems and the complexity is enormous. No one has done this before.

In September, 2018 there is 80% functionality where students can register, see available classes, check eligibility and prerequisites. In October, finish items not crucial to the actual prototype. The goal to move

to limited production release is November where all students can interact with the 7 colleges to register for winter and spring 2019 terms.

The experience for the students is to log into their Home College or use the cvc.edu website to look for a class. The goal is to have the student log right into the Home College, in the CVC-OEI portal and register for classes. The primary reason a student goes to the Exchange is to search for a class.   The system will enroll them; a student does not need to apply because the system will create an abbreviated enrollment record (happens in the background). If a student is ineligible, he will get an email explaining and has to go back to his college for the explanation, such as a hold, which is a local issue.

Building out an Admin Dashboard with two levels: a CVC-OEI version and every District/College will have access. Uploaded information will come from colleges, the local SIS has to be the one source of truth for classes and student info.

A question was asked if student tracking is based on CCCApply or the College ID. Jay explained that the CCCID will be something that every student has to have. The colleges will need to do some work to prepare their students.   Under the Proof of Concept, now working on enrollment form to learn who is coming in from other schools and what info they want to grab. CCCID is just being passed as a data field, but looking for a smooth transition into Canvas.

In the interface, students can save searches, and Quottly will be in the background keeping the search record so a student can be notified that the search has now changed and more courses are listed for searching to see a fuller result set. Students can build a profile and get a notification which is a friendly touch. Students have an available schedule which also shows classes that were dropped (info in SIS system). Integrated ability to talk to student's Home College info system.

Lastly, the student does have a Dashboard as a one stop way to view the different options in the portal. Students will see info on the screen and can dive deeper into the portal. CVC-OEI working with ETHOS, an Illucian product which allows a college to get into certain data values. Cabrillo recently added it. Each school can customize based on where the data is located. The biggest, real configuration happens in the customization.

A question was asked if the Tech Center has been notified that the new CVC Exchange will not be using GLUE. Jay confirmed that the project will not be using GLUE, and if colleges had it in their data center, that would not be a problem. A recommendation was made to notify the CTOs of this change, and Jay will follow up with an announcement.

Students can enter through their Home College system and CVC-OEI website. Working on how the system on the CVC-OEI website (cvc.edu) identifies a student's Home College. Main goal is to help students find open classes. Authentication can happen after that milestone.

X. CHANCELLOR'S OFFICE UPDATE *(LeBaron Woodyard)*
On Monday was a Board of Governor's meeting to discuss DE Title V changes. Once approved, it will go over to Department of Finance for their review, then Secretary of State in the middle part of November.

The Chancellor's Office shared the collaborative online Cyber-Security Certificate (25 units). LA Pierce, Fresno City, and Cosumnes River College will each include 15 students per course using OER. The consortium is an opportunity to discuss ideas for how to create collaborative online certificates or degrees.

XII. FOR THE GOOD OF THE ORDER
- November 30, 2018 meeting may be changing. Cheryl sending a Doodle Poll for time in December (on a Friday)

HOLD FOR FUTURE AGENDAS
- Constituent Group Reports
- Readiness Modules
- Equity Cohort Update

2018 – 2019 future meeting dates
- Friday, October 12, 2018 9:30am-11:30am Virtual
- Thursday, November 8, 2018 9:30am-11:30am Virtual
- ~~Friday, November 30, 2018 9:30am-3:30pm Sacramento – May be virtual instead~~ TBD
- Friday, January 11, 2019 9:30am-11:30am Virtual
- Friday, February 8, 2019 9:30am-11:30am Virtual
- Friday, March 15, 2019 9:30am-3:30pm Sacramento
- Friday, April 12, 2019 9:30am-11:30am Virtual
- Friday, May 17, 2019 9:30am-3:30pm Sacramento
- Friday, June 7, 2019 9:30am-11:30am Virtual