

IT at UC Governance

eLearning Committee AGENDA

Date: Wednesday, February 3, 2016
Time: 8:30 AM – 10:00 AM
Location: University Hall, Room 450

Present: Steve McKinney, Kent Meloy, Shane Keene, Vernon Jackson, Tina Meagher, Deb Brandenburg, Paul Foster, Pam Rankey, Melody Clark, Mike Mitchum, Emanuel Lewis, Joni Torsella, Dawn Clineman, Josh Heinrich, JP Leong, Julie Breen, Kuyler McComas, Sue Trakas, Susana Luzuriaga, Bill Nicholson, Dave Rathbun, Matt Rota,

Guests: Mark Solomon, Todd Duncan

Apologies: Don Hodges, Warren Huff, Pat Reid, Eugene Rutz, BJ Zirger, Leslie Schick, Sara Schroeder, Ruth Benander, Rafael Castaneda, Jason Green

Meeting Minutes

Deb Brandenburg motioned to accept the January meeting minutes with no changes; Shane Keene seconded the motion. The committee voted unanimously to accept the minutes.

1. Welcome Guests & New Members – (Joni Torsella)

- a. Guests Mark Solomon and Todd Duncan – Retail Services
- b. New Members of Video & Digital Media Subcommittee
 - i. Steve McKinney – College of Nursing
 - ii. JP Leong - CECH

2. eTextbook Working Group (Jason Day)

- a. Investigating eTextbook platforms—a digital book source with many publishers.
- b. The idea was organized and brought to the community to create a task force to find the best platform; will be led by Jason Day and Mark Solomon.
- c. Deciding on a platform will:
 - i. Help with lowering textbook prices for students.

eLearning Committee

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Committee Members

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Melody Clark
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Michelle Conda
Paul Foster
Don Hodges
Warren Huff
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Emanuel Lewis
Susana Luzuriaga
Steve McKinney
Tina Meagher
Delmer (Bill) Nicholson
Pam Rankey
Dave Rathbun
Pat Reid
Matt Rota
Eugene Rutz
Leslie Schick
Sara Schroeder
Bryan Smith
BJ Zirger

Ex Officio Members

Ruth Benander
Rafael Castaneda
Jason Green
Vernon Jackson
Kent Meloy
Mike Mitchum

Students

TBD (U)
TBD (G)

Next Meeting:

March 2, 2016



- ii. Help us partner with faculty and add more third party development to the books (more multimedia).
 - iii. Make it possible to tie in LMS and analytics.
- d. [BryteWave](#) is a product already in the bookstore (eReader Platform)
 - i. It is more interactive, there are social aspects, rich media embedded in book
- e. Mark Solomon will develop the business side of distributing device campus-wide and help determine how to keep them updated—not just functionality.
- f. Some issues to address:
 - i. How students will manage their notes.
 - ii. Students searching across multiple eTextbooks.
 - iii. How students will pay/what the student will be paying for.
 - iv. Procedure for lost device with eTextbook on it.
- g. Task Force – looking for no more than seven members from all different colleges, people teaching strictly online and traditionally, athletics representation, and student representation to review no less than four different platforms.
 - i. Goal is to have preliminary report to eClassroom committee by April meeting.
 - ii. Email Jason Day if you want to volunteer for the task force.
 - iii. Jason will send notice asking for task force volunteers in Canopy newsletter and Paul will ask for a student government rep.
 - iv. Want to have task force established within two weeks from today and start meeting within three weeks.

3. Learning Technology Support (LTS) Team Update (Emanuel Lewis)

- a. Blackboard Student Services is providing 24/7 support since Fall semester 2015.
- b. Emanuel Lewis shared a Continuous Service Improvement model (attached)
 - i. LTS seen more as a relationship between different groups—doesn't feel transactional, feels relational
- c. Support team in LTS consists of:
 - i. Joey Lyon
 - ii. Taylor Gary, former FTRC student
 - iii. Student Helper position
 - iv. Co-op student split 50% with LTS and 50% Service Desk.
- d. LTS team bridges the support gaps and provides tier-two support by coordinating with IT@UC teams.
- e. Working with college support staff, e.g. Pam Rankey at UCBA, to provide support and coordinate various training opportunities.
- f. LTS works closely with CET&L to ensure they are meeting the pedagogy needs in their support model.
- g. They report directly to Client Services with a dotted reporting line to Chris Edwards and CEel (see attached slides).

- h. Blackboard Student Service process improvements is significant with implementation of 24/7 support model (see attached slide for up trending statistics).
 - i. Hold weekly meetings with Blackboard's support team managers.
 - ii. OIS is involved in the data gathering process from Blackboard.
 - iii. Students have been overall more satisfied than faculty with Blackboard support desk.
 - iv. LTS is collaborating with Paul Foster to use data analytics to help identify areas for improvement.

4. eLearning Strategic Plan Update (Paul Foster, Bryan Smith)

- a. Celebration lunch will be rescheduled soon (cancelled due to weather)
- b. Five focus groups will be meeting starting February 10th – March 8th (dates and times listed at the end)
 - i. Purpose of focus groups is to try and validate the data collected through the surveys and help people understand eLearning
 - 1. Meaghan Clark will facilitate the sessions
- c. The next goal is to develop strategic partners with vendors and college staff.
- d. Vendor agreements (e.g. Kaltura, WebEx) have a 3-year long contract to deepen relationships and mature support models.
- e. Kaltura engagement scheduled next Wednesday, February 9th
 - i. There will be three meetings:
 - 1. The first meeting is centered around KMS admins to ensure we are using KMS appropriately and how to make improvements
 - a. KMS is a front facing video repository for colleges
 - 2. The second meeting will be a discussion about Accessibility and Cielo24 and how they are working with Kaltura to provide robust service for captioning
 - 3. The last meeting/afternoon session is to include faculty, LTS, students, IT Staff, to help develop a plan for Capture Space.
 - a. Capture Space is supported on Windows 10 now!
 - ii. Planning a future session with Cisco.

5. Blackboard Engagement Update (Paul Foster)

- a. Several month long discussion resulted in their campus visit last week, purposefully scheduled before the focus groups.
- b. Participation included LMS roadmap team, community participation, CET&L, and CEeL.
- c. In sessions, we reviewed LMS and various integrated tools within Canopy ecosystem.
- d. Community provided candid and excellent input for UC needs.
- e. UC will need to make a platform change in next 2 years.
 - i. Could be Ultra (Blackboard next version) or another LMS
 - ii. The UC community has concerns with Bb as a company and Ultra

- f. LMS Roadmap team meets bi-weekly and they plan to have in-depth discussion about how to approach upcoming LMS transition.
 - i. How will we prepare?
 - g. During Blackboard engagement, Bb staff presented similar Ultra presentation from a year ago with very little updates.
 - i. Ultra is missing many features that we have in current version.
 - ii. Ultra demo accounts will be available in a few weeks for selected faculty and staff to view and provide feedback.
 - iii. 250+ people participated in planning sessions.
 - iv. LMS goals and objectives were reviewed in Blackboard sessions.
 - v. Goals will be reviewed in LMS Roadmap Task Force meetings again.
 - vi. Blackboard is trying to be responsive but struggling due to company issues (layoffs, new CEO, etc.)
- 6. Subcommittee and Project Updates (see attachments)**
- a. **ePortfolio Summit**
 - i. Scheduled on Monday, February 22, 9:30 am – noon in Langsam Library.
 - ii. Is listed on CET&L website.
 - iii. Goal is to have faculty using ePortfolios or those who want to use them attend the summit.
 - iv. To add topics for discussion, support, design, etc., send email to Ruth Benander and invite anyone who might be interested in attending.
 - b. **Online Learning Update (attached)**
 - c. **Analytics Update**
 - i. Moving forward and provisioning infrastructure. **Hope to have server up in 60 days and ready for service launch.**
 - d. **Video & Media Subcommittee**
 - i. Kick off meeting is today.
 - e. **LMS Subcommittee**
 - i. Course retention group met this week.
 - ii. Title IX staff and Bb SAs attended and were very helpful.
 - iii. Need to address major concern for faculty which is how to access data once it is moved off production servers.
 - iv. Preliminary discussion results are considering retaining 3 years of course material on production, 10 years off production.
 - v. Eira Tansey has institutional meeting to discuss retention policies and will share results with subcommittee.
 - vi. Considering mirroring retention policies for course information outside of Bb.
 - vii. **Course retention subgroup will work with IT@UC Public Information Office to develop a communication campaign, develop KB articles, and coordinate decisions with Client Services and LTS teams.**

- f. **eLearning Strategic Planning Focus Groups**
- i. **Faculty (Uptown)** Wednesday, February 10, 12:00 pm - 2:00 pm Langsam 480C *lunch will be provided*
 - ii. **Students (Uptown)** Tuesday, February 16, 3:00 pm - 5:00 pm Langsam 480C *dinner will be provided*
 - iii. **Faculty, Staff, Students (UC Clermont)** Wednesday, February 17, 10:00 am - 12:00 pm McDonough Hall 105 *lunch will be provided*
 - iv. **Staff/Administrators (Uptown)** Tuesday, February 23, 11:30 am - 1:30 pm Langsam 571 *lunch will be provided*
 - v. **Faculty, Staff, Students (UC Blue Ash)** Tuesday, March 8, 2:00 pm - 4:00 pm UCBA/ Walters 100 *refreshments will be provided*

ELEARNING COMMITTEE ISSUE/ACTION FORM

AGENDA ITEM: ETEXT WORKING GROUP

INITIATOR: JASON DAY/MARK SOLOMON/CHRIS EDWARDS

Check Here if Action Item

Check Here if Discussion Item

Date of Meeting: February 3, 2016 Estimated Time Needed @ Meeting 10 minutes

I. **ISSUE/QUESTION/PROBLEM:**

We would like to investigate and establish a university standard eTextbook platform.

II.

II. **BACKGROUND DATA:**

The University of Cincinnati does not currently recognize a single eTextbook platform as a standard across the institution. Through the establishment of a standard, the university can better provide support documentation, build community of practice, integrate eTextbook analytics, partner with faculty to enrich the use of eTextbooks, and negotiate better pricing on behalf of the students.

III.

III. **ACTION OPTIONS AVAILABLE:**

Option A.

The Center for Excellence in eLearning (Jason Day) and Campus Services (Mark Solomon) convene and co-lead an eTextbook task force.

Option B.

Do Nothing.

Option C.

IV. **RECOMMENDED OPTION WITH RATIONALE AND IMPLICATIONS:**

It is recommended that an eTextbook task force, of no more than 7 volunteers, be formed from representatives across the university. Further, the task force would include participation from the Provost's Office to ensure alignment with the textbook affordability work of Gigi Escoe. The task force would rate no less than 4 platforms on content, availability (desktop/mobile/web), features, licensing/cost, bundling options, and value-add products. The task force would report back at the April meeting with a recommended action.

V.

V. **DISPOSITION (WHO DOES WHAT, WHEN) INCLUDING TIME FRAME:**

VI.

VI. **MOTION:**

2ND BY (MEMBER MAY BE IDENTIFIED AT THE MEETING): _____

(Submit to Jane Haniefy, combsjl@ucmail.uc.edu by 5 p.m. the Wednesday before the meeting.)

ELEARNING COMMITTEE ISSUE/ACTION FORM

AGENDA ITEM: EPORTFOLIO SUMMIT **INITIATOR:** RUTH BENANDER

Check Here if Action Item _____ **Check Here if Discussion Item** _____

Date of Meeting: 02/03/2016 **Estimated Time Needed @ Meeting** _____ **FYI – Save the Date** _____

I. ISSUE/QUESTION/PROBLEM:

<p>What: ePortfolio Summit</p> <p>When: Monday, February 22, 2016</p> <p>Time: 9:30 am – 12:00 noon</p> <p>Where: Langsam Library, Room 480</p>

II. BACKGROUND DATA:

<p>The ePortfolio Summit is a meeting in which ePortfolio implementers from across the University come together to discuss how they implement ePortfolios, what platforms they use, and what benefits they have found from using ePortfolios. We will also discuss what kinds of support ePortfolios at UC could use, and what our next steps might be as we develop ePortfolios at our institution.</p> <p>This event is being sponsored by IT@UC Center for Excellence in eLearning (CEeL) and CET&L.</p> <p>Thank you for your interest in this event.</p> <p>The ePortfolio Task Force</p> <p style="padding-left: 40px;">Ruth Benander Rich Robles Brenda Refaei Debbie Brawn</p>
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III. ACTION OPTIONS AVAILABLE:

Option A.

<p>If there are specific topics that you would like to be discussed at the summit, please email Ruth Benander and she will work to see that they are addressed.</p> <p>Also, please feel free to invite others who you know might be interested.</p>
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ELEARNING COMMITTEE ISSUE/ACTION FORM

AGENDA ITEM: ONLINE LEARNING SUB-COMMITTEE UPDATE INITIATOR: MELODY CLARK & EUGENE RUTZ

Check Here if Action Item _____

Check Here if Discussion Item _____

Date of Meeting: _____

Estimated Time Needed @ Meeting _____

I. ISSUE/QUESTION/PROBLEM:

- The committee is continuing work on template/recommended language to help make the submission of new online program proposals (those that have to be addressed to meet OBR approval) consistent and more efficient for all academic units. The subcommittee is aiming to finalize recommended content by mid-March, vet with the eLearning Committee as appropriate, and then present to the UC Academic Committee for review and recommendation to adopt.
- Standing monthly meeting dates/times established for this semester. Next meeting is Wednesday 2/17, 10:00 a.m.

II. BACKGROUND DATA: