

eLearning Committee Meeting Minutes

Date: Wednesday, September 6, 2017
Time: 8:30 AM – 10:30 AM
Location: University Hall, Room 454

[Current Membership Roster](#)

Present: Tina Meagher, Eugene Rutz, Pat Reid, John Stoll, Joh, Julie Breen, Patty Goedl, Kent Meloy, Mike Mitchum, Pam Rankey, Dave Rathbun, Emanuel Lewis, Paul Foster

Guest: Don Rainwater

Apologies:

1. Review and approve minutes (attached) (Paul Foster)

- i. The minutes were unanimously approved.

2. Data Center Emergency Shutdown

- i. A compressor in the HVAC system failed in the data center and it caused oil on the condenser to smoke, which set off the Halon. The halon release caused the power to automatically shut down. It takes a couple of hours to move critical services to business continuity site, Southwestern Ohio Computer Center (SOCC), but the Identity Management was not available at the SOCC yet, which caused the delay. Even though most services were there, without the Identity Management system, they could not be accessed, including cloud services. Most services were restored within 24 hours.

3. Printing (Wepa)

- i. Don Rainwater asked if anyone had questions about the Wepa rollout.
- ii. They added 3 more printers, one with a scanner to Langsam Library for a total of 38 stations on campus. Some are new locations.
- iii. Students printed 150,000 prints since the start of fall semester.
- iv. Nelson is meeting with Student Government to discuss Wepa services this week.

eLearning Committee

Committee Co-chair

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The eLearning Committee reviews and makes recommendations on eLearning-related strategies, standards, technologies, and policies that support the university's Third Century goal to Excel in eLearning. The committee will be led and supported by co-chairs (AVP for eLearning Technology & Faculty Senate Appointee) who will also serve as the representatives to the IT Council.

The work of the eLearning Committee will be supported by the following subcommittees:

- Accessibility Subcommittee
- Learning Management System (LMS) Subcommittee
- Instructional Design & Pedagogy Subcommittee
- Online Learning Subcommittee
- Video and Digital Media

Meeting Schedule:

Committee meets the first Wednesday of the month:

- v. Eugene asked for clarification for costs to students: 7 cents for black and white; 11 cents for duplex, 23 cents for color. The biggest change over last year is that students no longer have any free copies. Cost for color printing has decreased by almost half.
- vi. Some colleges are offering free prints to subsidize that UCIT is no longer offering it.
- vii. Feedback from students has been vocal and there was an online petition to bring back free printing with a few thousand signatures. Despite no free prints, UCIT has received good feedback about new features offered by Wepa services.
- viii. Have had a few refunds due to printer failure; paper jams, smears, etc. Each site location has a printer liaison for handling problems. Wepa provides refunds directly.

4. Fall semester - any outstanding college needs?

- i. Paul asked for feedback from the eLearning community regarding problems for outstanding issues/needs for fall semester. Send email to him or anyone on the team.

5. Proctored testing & identify verification (Examity)

- i. Contract has been fully signed.
- ii. Mike Mitchum created and sent directions for colleges who want live proctored testing. Still waiting on process for DL.
- iii. To setup Examity for your college/department, call or email the Examity contact person and then submit a PO issued against the main UC contract to obtain the best pricing.
- iv. Need to setup tests and select the type of proctoring needed. Hardest part is getting billing setup. Instructor will need to complete a form to import all the tests into Examity. Form is similar to the one used Echo360 and the Bb advisor form. Examity pulls courses selected into their data job and the instructor dashboard. Then instructor can set courses for appropriate level of proctoring. The CEeL team is meeting with Examity tomorrow to setup face-to-face training session workshops for a future date (soon). In the meantime, go to KB articles on Examity and review the recorded training sessions for help. It is captioned as well. Is also available in Media Space. Also some smaller YouTube clips are available.
- v. One class is already scheduled in Faculty OneStop on October 2, 2017.
- vi. Colleges need to understand that signing up for training classes doesn't mean they are subscribed to the Examity service. CEeL needs to make that point clear. Students also need to be told at the start of class that proctoring will take place.
- vii. Communications to community need to clearly state the difference between the different levels available such as proctoring and authentication.

6. Bb upgrade on Dec 14

- i. Bb was here last week for a 3-day engagement to start planning process. Upgrade will take us to version Q2-2017
- ii. Second refresh has taken place which means the current production data was copied to another environment and the team has started a test upgrade on it. UC support team is working with Bb performance team and will make adjustments as needed.
- iii. Go to bbpreview.uc.edu to preview data from fall semester in new version.
- iv. Big change in upgrade is user interface – it gets us a step closer to Bb Ultra. UC needs to validate the user interface.
- v. Changes to shells need to be reviewed and updated. Original due date for shells was next week; that date is being adjusted to allow more time for updating shells. Date being proposed is October 19th. **ID/P Committee will meet on Friday to discuss and provide feedback on the date.**

The UCIT-PIO will create a communication plan to include the actual due date. Communication will include information about upgrade, and data center shut down in December. Some services will remain up (possibly cloud services) at the SOCC during the December shutdown. More information to come later about which services will be available.

- vi. Greg Lloyd provided a list to Pat Reid for faculty using templates which will make communication better. New dates will be bolded in Faculty Announcements section in Bb.
- vii. The Bb patch applied by Greg over the summer included some apps to make grading easier for faculty.
- viii. Q2-2017 update will include receipt for assignments for students when they submit to instructor and minor sampling on outcomes. Upgrade also allows access to Ally. Most other changes are on the backend.
- ix. Small group is meeting now to plan upgrade, more people will join as the process develops.

7. eLearning Support Update

- i. The support team saw an increase in call volume by a few hundred for the first week of the semester compared to last year. No particular themes or trends have appeared.
- ii. On 9/2 the Bb Somerset call center was unavailable. There is an ongoing investigation about this but Bb suspects that the carrier, Century Link, had a database corruption that affected all of their customers (not just UC). It could have been a fiber link cut.
 - Bb is working on a plan to insulate customers from that type of shutdown in the future.
- iii. Paul and Emanuel asked for feedback from the eLearning Community on wait times, call resolution, etc. Send feedback via email.
- iv. Volume of calls coming through the call center is 1744 calls since Aug 1. Breakdown is around 300 – 400 calls per day come through UC Service Desk. Paul will work with Emanuel and Lisa Padgett, from Service Desk, to obtain more accurate breakdown of call volume to UC Service Desk and Bb Somerset center.

8. Acceptable Use policies/disclaimers for Canopy tools & services

- i. This issue is tabled until Paul can have a discussion with Bo Vykhovanyuk, from OIS.

9. Spring semester preparations

- i. Looking for a head start on tools updates, etc. from the community for CEeL to get a jump on preparations for spring semester.
- ii. John Stoll reported that LCOB will be using [Yellowdig](#), which allows sharing of data with non-class members.

10. Subcommittee updates

- I. Accessibility Network (Heidi Pettyjohn)
 - a. No update
- II. ID/P Subcommittee Update (Pat Reid)
 - a. No update, meeting for first time since summer this Friday
 - b. Matt Rota was nominated and has accepted as co-chair of ID/P subcommittee
 - c. Pat will ask ID/P committee for feedback on fall launch and feedback for spring semester launch.
- III. LMS Task Force Update (Paul Foster & Greg Lloyd)
 - a. Still on hold waiting on funding.

- IV. LMS Subcommittee Update (see attached report – Greg Lloyd)
 - a. See update attached.
 - b. Will be presenting Course Retention Policy to Faculty Senate in their September meeting.
- V. Video & Digital Media Subcommittee Update (Tina Meagher & JP Leong)
 - a. Met last week to review success of Echo360
 - b. Discussed issues with Kaltura quizzing feature uploading to Bb. There were some issues with deleting quizzes.
 - i. Need to talk to Kaltura and Bb about future quizzing plans from semester to semester.
 - ii. Kaltura Bb building block will need another update for Kaltura features to work next semester. May do it during fall semester break.
 - c. Also plan to discuss pop ups is WebEx.

11. Photos for member roster

- i. UCIT PIO will attend October meeting to take professional photos for eLearning Committee members who don't already have a profile picture. The photos will be posted on the committee roster. If you already have a photo not online, send it to Jane Haniefy.

12. Other Issues

- i. Eugene Rutz asked for broader communication regarding Cincinnati Online activities. Paul provided a quick update. Paul will also ask Melody Clark and Michele Ralston, Director, Academic Advising, to attend next eLearning Committee meeting to provide an update.
- ii. Cincinnati Online website efforts are being led by Brian Verkamp and Michelle Ralston.
- iii. Cincinnati Online Website will be updated in next week. Permanent redirects will be put in place from DL website to Cincinnati Online website. Go to staging1.uc.edu to preview the new design.

13. Adjournment

- i. Committee adjourned at 10:01 AM.



August 2017 Subcommittee Summary:

The monthly scheduled maintenance window for Blackboard in August was completed successfully. The Blackboard Mobile building block was upgraded to support the latest Blackboard apps including Bb Instructor. The Kaltura building block was also upgraded so that Kaltura quizzes can be embedded in Bb via the Kaltura tool. The UC English language pack was also updated to reflect the word advisor instead of observer.

The committee approved the Blackboard entity processing schedule and scheduled maintenance window for the 2017 – 2018 academic year.

The subcommittee has three new faculty voting members to replace the three that are no longer serving on the subcommittee. The three new voting members are Pam Rankey (UCBA), Kathleen Carissimi (CoN), and Stephanie Schlagel (CCM).

We presently have one open integration requests for Blackboard. The Baseline Rubrics integration is pending OIS review and knowledge base article approval. CapSim was approved and installed on an emergency basis per the request of the college of business.

The Bb course retention policy will be presented and reviewed at an upcoming faculty senate (FS) meeting now that it has moved out of the FSIT committee. If any further changes are recommended by FS, they will be brought back to the LMS subcommittee and eLearning governance group for further review.

**LMS Subcommittee
Monthly Update for
eLearning Topical Committee**

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Student Government – TBD
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